

additional papers 1



Overview and Scrutiny Committee

Mon 24 Nov
2025
6.30 pm

Oakenshaw Community Centre
Castleditch Lane
Redditch
B98 7YB

**If you have any queries on this Agenda please contact
Mat Sliwinski**

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Overview and Scrutiny

Monday, 24th November, 2025
6.30 pm
Oakenshaw Community Centre

Agenda

Membership:

Cllrs:

Matthew Dormer
(Chair)
Craig Warhurst
(Vice-Chair)
William Boyd
Claire Davies
James Fardoe

Andrew Fry
Sachin Mathur
Rita Rogers
Paul Wren

- 4. Bereavement Services - Burial Strategy - Pre-Scrutiny (Pages 5 - 26)**
- 5. Quarter 2 Housing Improvement Plan Update - Pre-Scrutiny (Pages 27 - 44)**
- 6. Quarter 2 Housing Performance - Pre-Scrutiny (Pages 45 - 58)**

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Executive Committee

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Bereavement Services - Burial Strategy

Relevant Portfolio Holder		Councillor Harvey
Portfolio Holder Consulted		Yes
Relevant Assistant Director		Simon Parry, Assistant Director of Environmental and Housing Property Services
Report Author	Job Title: Environmental Services Manager, Doug Henderson Contact email: doughendersonbromsgroveandredditch.gov.uk Contact Tel: 07483 151469	
Wards Affected		All
Ward Councillor(s) consulted		N/A
Relevant Council Priority		
Non-Key Decision		
If you have any questions about this report, please contact the report author in advance of the meeting.		

1. RECOMMENDATIONS

The Executive Committee is asked to RESOLVE that.

1) The Redditch Borough Council Burial Strategy be approved.

and to note that

2) A further report will be prepared for Committee consideration in due to course in respect of burial provision in Redditch.

2. BACKGROUND

- 2.1 In Redditch Borough Council operates and manages three cemeteries, Plymouth Road, Edgioake Lane and Abbey Cemetery and St Stephen's, St Luke's and Feckenham closed church yards.
- 2.2 Plymouth Road is closed to new burials, and Edgioake Lane Cemetery has approximately five years burial provision available at its current usage but is under review to reassess overall spacing which should free up at least another 5/+ years of burial provision.
- 2.3 Abbey Cemetery is the main burial area in Redditch Borough and had approximately 8 months left of burials space in early 2024. Through the later parts of 2024 a vigorous exercise of reviewing burial space within

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the cemetery borders led to the council being able to secure a further 10 years of space.

- 2.4 These figures are only indicative based on trends; however, they can change for a number of reasons; including continued increase in cremations versus burials and fluctuating local/county death rates.
- 2.5 Work had been undertaken in recent years to assess the suitability of several different sites across the Borough as per previous reports taken to council.
- 2.6 In total twenty-six sites were originally reviewed, the various different sites included land at the rear of Morrisons, Foxlydiate Woods, additional extension to the existing Edgioake lane site, Ipsley Church Lane, Greenland's playing fields, Coldfield Drive, Oakenshaw Park, and Woodrow Park.
- 2.7 A previous council leadership decided upon Ipsley Church lane as the most favourable option.
- 2.8 New Cemetery provision required to secure provision of burial service for residents – agreed at Exec Dec 21 and full council Jan 2022
- 2.9 Appropriation of land off Ipsley Church Lane For planning purposes Exec 13th Dec 2022.
- 2.10 In May 2024 Labour take control of the council on a local manifesto that included putting a hold on any further works on the Ipsley site.
- 2.11 In early 2025 a new site review was undertaken, and a new site is now under investigation. To date it has passed the Environment Agency requirements to secure a standard permit.
- 2.12 The above outlines why a Burial Strategy is a crucial document for the Council because it ensures long-term, respectful, and inclusive management of burial spaces while meeting legal, cultural, and environmental needs.
- 2.13 Burial space is finite, and the Council must plan ahead to avoid shortages. This strategy will help forecast future demand and a suitable trigger point for beginning an exercise for seeking expansion to an existing site or seeking a new site in a timely fashion.
- 2.14 Without prior planning, the Council risks running out of burial plots, leading to distress for families and logistical challenges.
- 2.15 This Burial Strategy will also ensure cemeteries continue to accommodate diverse religious and cultural practices, such as Muslim and Jewish burial requirements or Hindu cremation preferences.

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- 2.16 The Council must comply with laws such as the Burial Act 1857, registration of Burials Act 1864, Local Authorities Cemeteries Order 1977, Local Government Act 1972, and the Public Health (Control of Disease) Act 1984, which govern cemetery management and public health funerals.
- 2.17 This strategy will help align Burial Services with local planning policies and national legislation.
- 2.18 Cemeteries are valuable green spaces that offer areas for reflection and biodiversity. This strategy ensures our spaces are well-maintained and accessible.
- 2.19 The strategy outlines a clear vision: to ensure that all residents have access to dignified burial options that reflect their beliefs, traditions, and personal wishes. It establishes key objectives around service quality, environmental sustainability, future capacity planning, and community engagement.
- 2.19.1 Key themes and content include:
- 2.19.1.1 The Council's remaining capacity
 - 2.19.1.2 Reclaiming rights
 - 2.19.1.3 Up to date fees and charges
 - 2.19.1.4 Rule and Regulations
 - 2.19.1.5 Grounds maintenance
 - 2.19.1.6 Memorial Safety
 - 2.19.1.7 Memorialisation
 - 2.19.1.8 New IT systems
 - 2.19.1.9 Top level action plan against each theme.

3. OPERATIONAL ISSUES

- 3.1 In Redditch, the service has gone through a significant period of uncertainty culminating in the need to rethink current burial provision within the Abbey Cemetery boundary which produced a further 10 years of space to enable time to pursue new burial land options.
- 3.2 The land currently under investigation has passed the initial geology/hydrology 6 months bore hole testing which means that it would secure an environment agency standard rules permit to burial.
- 3.3 The next stage subject to agreement is to begin a pre-planning process.

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- 3.4 As outlined within the new Burial Strategy, Redditch finds itself at the appropriate moment in terms of existing burial provision to begin a process of pursuing a new site, but this is only because the service managed to find more space.
- 3.5 If this option of securing more space had failed Redditch would have been left with Edgioake Cemetery as the only option remaining in the coming years and would have seen that site fill rapidly at current burial rates.
- 3.6 A clear Burial Strategy that all departments sign up to will remove the risk of a scenario like this occurring again.

4. FINANCIAL IMPLICATIONS

- 4.1 The New Cemetery Budget Capital Cost Code 110021 has £304,500 remaining to secure a new site.

5. LEGAL IMPLICATIONS

- 5.1 The Council is a burial authority and as such has the responsibilities associated with that status. Should the Council be unable to provide burial plots in future, this would create financial and reputational risks.

6. OTHER - IMPLICATIONS

Local Government Reorganisation

- 6.1 Entering into either North/South Unitary Authority arrangements or a One Worcestershire entity without have suitable burial provision in place would apply pressure on adjoining sites across borders.

Relevant Council Priority

- 6.2 This strategy supports both the Economy, Regeneration & Prosperity and the Green, Clean & Safe strands of the current Redditch Council Plan.

Climate Change Implications

- 6.3 The Burial Strategy has important climate change considerations. Traditional burial practices contribute to carbon emissions through land use, materials, and ongoing grounds maintenance. Cemetery expansion plans must incorporate climate resilience measures, including flood risk mitigation, tree planting, and sustainable drainage systems.

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Operational activities—such as grounds maintenance and infrastructure upgrades—should align with the Council’s net zero ambitions. Cemeteries also offer opportunities to enhance green infrastructure and carbon sequestration, supporting wider environmental goals in the Redditch Council Plan.

Equalities and Diversity Implications

- 6.4 To ensure that equality implications are effectively addressed, a full Equality Impact Assessment of the Strategy will be undertaken.
- 6.5 The new strategy recognises the need for the respectful and inclusive management of burial sites, which also meet cultural needs. There are potential positive equality implications arising from the implementation of an effective strategy, including greater physical accessibility and a range of burial options to accommodate different faiths.
- 6.6 Protected characteristics potentially impacted by the delivery of the service include age, disability, pregnancy and maternity, race and religion and belief. Ensuring sufficient burial provision, as well as accessible, safe, inclusive and well-maintained sites will help to deliver positive impacts.

7. RISK MANAGEMENT

- 7.1 No longer being able to offer burials to the Redditch community is both a reputational and financial risk for the authority.
- 7.2 The mitigation would be to either agree an expansion at an existing site or secure a new site within the timeframes outlined within the Burial Strategy or begin a consultation and communication strategy to highlight that Redditch may within 10 years phase out full earth burials and will simply maintain the closed sites.

8. APPENDICES and BACKGROUND PAPERS

Appendix 1 – Redditch Borough Council Burial Strategy

9. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Cllr Harvey	3 rd Nov 2025

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Lead Director / Assistant Director	Simon Parry	3 rd Nov 2025
Financial Services	Bev Docherty	3 rd Nov 2025
Legal Services	Nicola Cummings, Principal Solicitor - Governance	14 th Nov 2025
Policy Team (if equalities implications apply)	Rebbeca Green	13 th Nov 2025
Climate Change Team (if climate change implications apply)	Matthew Eccles	3 rd Nov 2025

**Redditch Borough Council
Burial Strategy 2025**

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Actions table

Foreword

This is our council's first burial strategy and a positive step forward to ensuring that we will continue to deliver effective control and management of the burial service and future development of cemeteries for the benefit of our communities across the area. Redditch Borough Council has a statutory responsibility to provide a means of burial across our region.

Careful consideration for the appropriate management and regulation of the council's cemeteries has been undertaken as the burial authority operates within The burial Act 1857 and the Health and Safety Act 1974

Redditch Borough Council has three working cemeteries under its remit of management and maintenance as well as a number of closed churchyards. Two of these cemeteries has provision for new burial space which is Abbey Cemetery, where the crematorium is located, and Edgioake Cemetery.

It is recognised that the burial service needs to be sympathetic to and meet the needs of the bereaved and the wider communities of Redditch for both the short and longer term. This burial strategy has been developed around the eleven themes which have been highlighted during our consultation process, and our future service delivery will concentrate on these themes and required actions to deliver on these.

The burial service is managed and carried out by our Bereavement Services team and supported by the wider Environmental Services departments who carry out grave digging and grounds maintenance duties.

3 working cemeteries

3 closed churchyards

75 burials per year on average

200 cremated remains interments per year on average

3 Environmental Operatives involved in the burial process

4 burial administration staff

Approximately 50 hectares across 3 cemeteries

55,000 headstone memorials

In a traditional standard cemetery with a dense number of graves up to 300 full graves can be interred per acre when factoring in road and path access for the operational teams and the public.

Land required

Burial Provision	Space required
10 Years	3 acres
20 years	6 acres
50 years	15 acres

Theme 1 - Our Cemeteries

Redditch Borough Council operates three cemeteries (detailed in the table below), one of which can no longer accommodate new burial space. The remaining capacity within the active cemeteries is analysed on an annual basis, based on a 5 year average of interments both full earth burials and ashes interments. A cemetery is highlighted when it has under 15 years capacity remaining, with full analysis and consideration given to potential extensions from when 10 years remain.

Area	Cemetery	Number of sections that remain	Approximate years of burial space remaining
Redditch	Abbey	1	7
	Edgioake	1	10
	Plymouth Road	0	0

At the time of writing this strategy, work is ongoing to explore other locations for potential new sites for burial ground.

In the past it has been customary for the council to extend all cemeteries when they reach capacity. This may not be possible in future due to availability of land, suitability of land due to strict planning guidelines and land purchase costs. It may become necessary for people to be buried in neighbouring towns and villages. We appreciate how important it is for people to be buried in their local area and will make every effort to extend cemeteries where possible.

Our cemeteries accommodate a wide range of different faiths and are always open to new customs and requests. Our sites provide provision for Muslim burials and will increase space within Abbey in line with local demand.

Image 1. Abbey Cemetery

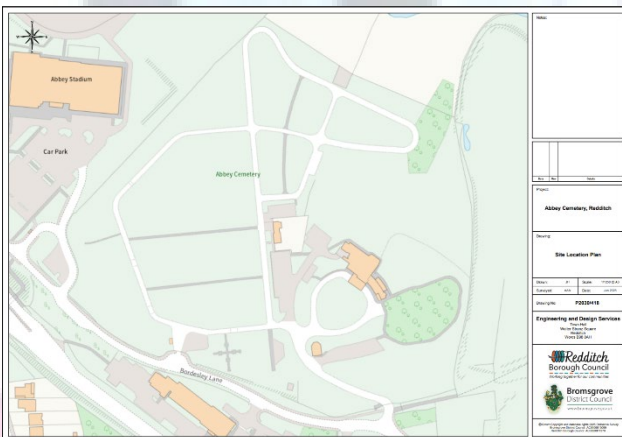


Image 2. Edgioake Cemetery

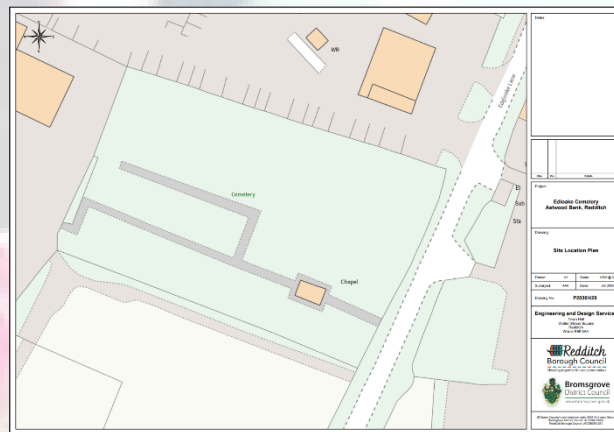


Image 3. Plymouth Road Cemetery





Financing Extensions

Future financing of cemetery extensions will be progressed through existing Capital Budgets. At the exploratory stage of considering a cemetery extension a business case will be prepared detailing full projected costings. These will then be considered and built into the existing Capital Budget for agreement by members at an appropriate committee. This will ensure that prior to an extension project starting the funds are set aside solely for this purpose and will therefore allow the seamless completion of the project.

Theme 2 - Reclaiming Graves

Redditch Borough Council operate under the Local Authorities Cemeteries Order 1977, in that burial authorities may “reclaim” rights in reserved graves purchased at least 75 years ago if the rights have not been exercised and the relevant notice has been given. As of the start of this burial strategy, the bereavement services team are beginning a project to go through all purchased plots which have not been used and also have lapsed a 75 year time period in order to establish a communication list to all relevant grave owners through council communication channels and appropriate signage. Stage 1 will be to carry out a thorough desktop survey of all records in order to assess how many graves qualify for this, followed by physical assessments of the grounds and an established report to members detailing findings for each cemetery. Sites with the lowest remaining capacity will take priority, with other sites to follow under the same process.



Theme 3 - Fees & Charges

As of 1st April 2025, our current fees and charges for burials are shown via the link below

Redditch [Fees and Charges](#)

These fees and charges are created on a twofold basis for Bereavement Services, via utilising the Competition and Markets Authority guidance and the Council internal governance policies. To address the price and service transparency concerns identified during the [2019 to 2020 investigation into the funeral sector](#), the Competition and Markets Authority made a legally binding Order, the [Funerals Market Investigation Order 2021](#). This places various requirements on funeral directors as well as cemetery and crematorium operators. On top of each year, fees and charges are reviewed as part of the Council's budget setting process – usually to reflect an increase in line with RPI inflation, this helps identify budget pressures, priorities and future works.

The council also annually bench marks its fees and charges against a range of similar size neighbouring councils and select few commercial operators. This process makes sur that the public are always charges a fair and transparent fee for the services on offer.

Theme 4 - Management Rules & Regulations

Rules and Regulations formally apply to all active cemeteries, giving agreed powers to the burial authority in the safe management of burial interments, memorial installations, unauthorised tribute management, anti social behaviour and any other disturbance, memorial safety and site safety. The rules and regulations will be reviewed on an annual basis in line with the financial year change, and any changes put forward shall be agreed by the burial authority officers in post at that time. All stakeholders ie, funeral directors and stonemasons will receive an electronic copy of set regulations, as well as having physical copies at relevant reception points.

Theme 5 - Grounds Maintenance

Grounds maintenance operations within our cemeteries are carried out following good horticultural practice, using suitable machinery and are carried out when weather permits.

Grass cutting shall take place between the months of March and October on a sequence put in place by the service's place team co-ordinator, careful consideration will be given to areas most frequently visited, in particularly the lawned areas surrounding the crematorium building and scattering areas. Selected areas shall be left for wildlife enhancement across all active cemeteries. Older sections which no longer have new grave space and are less frequently visited will be cut on a lesser sequence.

Weed control shall be in place across all active sites, particularly on hard surface areas which are frequently used e.g. the entrance drive to the crematorium building and all public footpaths. A non-selective herbicide shall be used on 2 occasions per annum at the beginning and midway point through the grass cutting season when weather permits.

Litter picking shall be carried out at least once per week across all cemeteries and litter bins shall be checked twice weekly and changed when required.

Tree maintenance shall be carried out on request from officers or members of the public to the reception point, a monthly site inspection shall be carried out by management or site supervisors who will raise any issues as and when necessary.

It is the aim of the Bereavement Services team to look at bio-diversity enhancements, management plans and potential funding and awards such as Green Flag and potential Arboretum status.

Theme 6 - Memorial Safety



At the creation point of this burial strategy, a memorial programme was in its design phase with an aim to have officers suitably trained by the autumn period of 2025. A clear strategy across all cemeteries will be mapped out with officers carrying out regular inspections and uploading detailed risk assessments accordingly on the service's appropriate software.

It is recognised that any work progressed within our cemeteries requires to be completed in a sensitive and respectful manner, this has and will continue to be a priority for council officers and our contractors. It is a requirement for any stonemason carrying out work within the councils cemeteries, that they are BRAMM registered (The British Register of Accredited Memorial Masons) operating to the British Standard 8415 and have been working to the NAMM (National Association of Memorial Masons) code of conduct. It is the councils aim to develop a memorial mason registration scheme which will require any stonemason wanting to carry out work in one of Redditch Borough Council cemeteries to be signed up to. This will ensure that Redditch Borough Council knows who is working within the cemeteries and will allow for ad hoc inspections of work to be carried out to ensure safety and best practice is maintained.

Theme 7- Memorialisation

Redditch Borough Council offers a range of memorial items in all of its cemeteries, items and lease details are in the table below. Prices are reviewed by members annually.

Memorial Item	Lease period
Memorial bench (Wooden/Composite/Metal) with inscription	20 years
Book of remembrance	No lease
Wall (outdoor/indoor) and planter plaques	5/10/20 year options
Memorial leaves	3 years

At the creation stage of this strategy, the services memorial options are under review with intention of acquiring new options for bereaved families.

Theme 8 - Evolving & Developing Burial Systems

The Bereavement Services team within Redditch Borough Council will be adopting a new Abavus system in the summer of 2025 in line with wider council departments which will enhance both the staff and customers experience in being able to use a more efficient and user-friendly software. This system will collaborate with the services current internally built system to extract essential historic data from all of the council's sites, as well as incorporate a GIS mapping system for burial plots, a genealogy section, an improved funeral booking system, memorial details, as well as environmental and local service updates. The aim of this will be to bring the local community and its stakeholders on to a portal in which will be easy to use and understand, as well as making enquiries more efficient and time saving for staff.

The council holds and will maintain up to date ledgers for exclusive rights of burial and grave registers. Cremation paperwork will also remain in paper form within the councils archive room for a period of 15 years in line with GDPR responsibilities. Maps will still be kept up to date in paper form as well as on the councils newly developed Abavus system.

Actions Table

Theme	Action	Anticipated Start Date	Completion Date
Theme 1 - Cemeteries and capacity	For noting	Ongoing	Ongoing
Theme 2 - Reclaiming lairs	Reviewing all cemeteries and assessments made.	June 2025	Ongoing
Theme 3 - Fees and Charges	For noting	1 st April each year	1 st April each year
Theme 4 – Rules and Regulations	Reviewed annually	1 st April each year	1 st April each year
Theme 5 - Grounds Maintenance	Biodiversity and grounds maintenance management plan to be created	Summer 2026	Summer 2028
Theme 6 - Memorial Safety	Memorial safety programme created, and all relevant staff trained with qualification.	October 2025	April 2026
Theme 7 – Memorialisation	Memorialisation audit conducted, review of current products and new memorials selected for options.	Winter 2025	Winter 2026
Theme 8 - Evolving and developing burial systems	Abavus software launched. Data capture carried out from old system. GIS mapping system in place.	Summer 2025	Summer 2026

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Quarter 2 - Housing Improvement Plan Update

Relevant Portfolio Holder	Councillor Bill Hartnett
Portfolio Holder Consulted	Yes
Relevant Assistant Directors	Simon Parry & Judith Willis
Report Author	Job Title: Assistant Director of Environmental and Housing Property Services, Assistant Director of Community and Housing Services Contact email: Simon.parry@bromsgroveandredditch.gov.uk Judith.willis@bromsgroveandredditch.gov.uk
Wards Affected	All
Ward Councillor(s) consulted	N/A
Relevant Council Priority	Community & Housing
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

1. RECOMMENDATIONS

The Executive is asked to RESOLVE that: -

- 1) The Housing Improvement Plan Quarter 2 2025/26 Update, which includes actions to address areas for improvement, confirmed as part of the Regulator of Social Housing inspection process, is noted.**

2. BACKGROUND

Regulator of Social Housing

- 2.2 The Social Housing (Regulation) Act received royal assent in July 2023 and amended the original delivery of regulations under Section 193 of the Housing and Regeneration Act 2008. The Social Housing (Regulation) Act amended the original Consumer Standards, with the Regulator of Social Housing (RSH) consulting on the revised standards between July and October 2023. The new Consumer Standards were published in February 2024 together with the RSH's first Consumer Standards Code of Practice.
- 2.3 In April 2024, the RSH was given new powers, following the introduction of the Social Housing (Regulation) Act 2023, to proactively inspect all social housing landlords (with over 1,000 homes) as part of a continuing effort to drive up standards within the social housing

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sector. This in effect sees the return of regulation for local authority social housing landlords for the first time in several years of deregulation.

- 2.4 An inspection of Redditch Borough Council's landlord services was published on 30th July 2025 with a C3 grading. The Regulatory Judgement recognised that Redditch Borough Council needed significant improvement within Repairs and Maintenance with particular reference to the large number of overdue repairs (circa 3,000), lack of root cause analysis and strategic oversight, inconsistent data, lack of visibility and promotion of the repairs policy on the Council's website.
- 2.5 Fire safety was another area where significant improvement was required with nearly 3,000 overdue remedial actions from Fire Risk Assessments. The lack of opportunities for tenants to influence and scrutinise housing services and having no tenant engagement strategy nor formal tenant groups was also identified in the inspection.
- 2.6 Other notable weaknesses identified were only 20% of housing stock had a condition survey undertaken in the last five years with 25% having no recorded condition survey. Whilst all risk assessments are complete for Water Safety at the time of the inspection, there were over 150 overdue actions.
- 2.7 Complaint handling was generally slow in achieving response times, as set out by the Housing Ombudsman, although it was acknowledged there had been early improvements in achieving better performance. Performance Information publicised to customers was not easily accessible or well communicated to tenants.
- 2.8 At a meeting on 2nd September 2025, the Executive Committee approved the Housing Improvement Plan and the following report provides an update on progress to date.

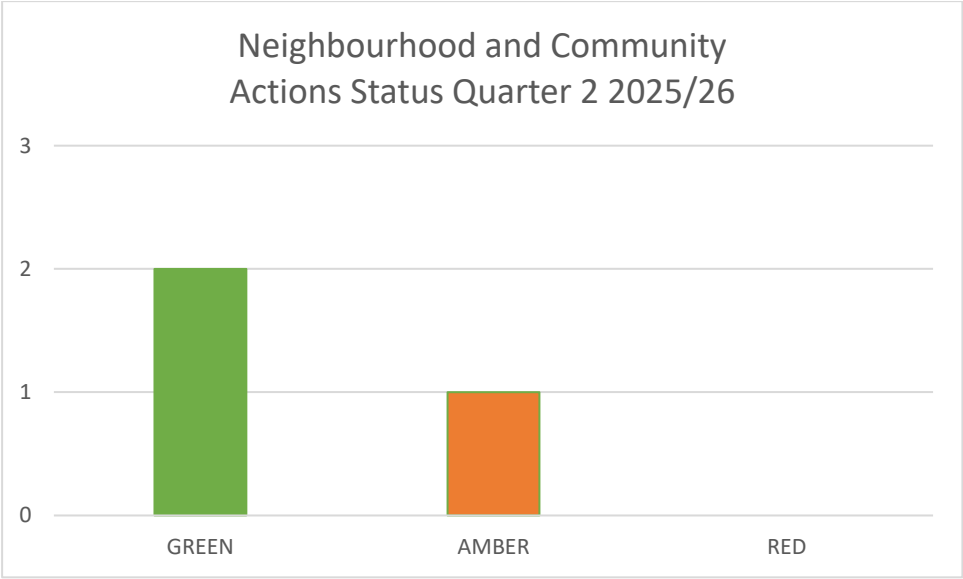
3. OPERATIONAL ISSUES

- 3.1 The Housing Improvement Plan was approved by Executive on 2nd September 2025 and is built on the areas within the Consumer Standards where the Council has not previously met the desired outcomes. The actions cover Safety and Quality, Transparency, Influence and Accountability and Neighbourhood and Community.
- 3.2 The Housing Improvement Plan update for Quarter 2 2025/26 is included at Appendix 1. A summary of progress against each of the Consumer Standards is represented below graphically using a RAG (Red, Amber Green) rating where Green, is identified tasks that are on

target or have been completed, Amber, where the task is near to target and Red where it is off target.

Neighbourhood and Community

3.3 The following table sets out progress for the 3 actions within the HIP under this Consumer Standard.



3.4 ***NC3 – Establish a procedure to keep tenants informed of the progress of their ASB cases***

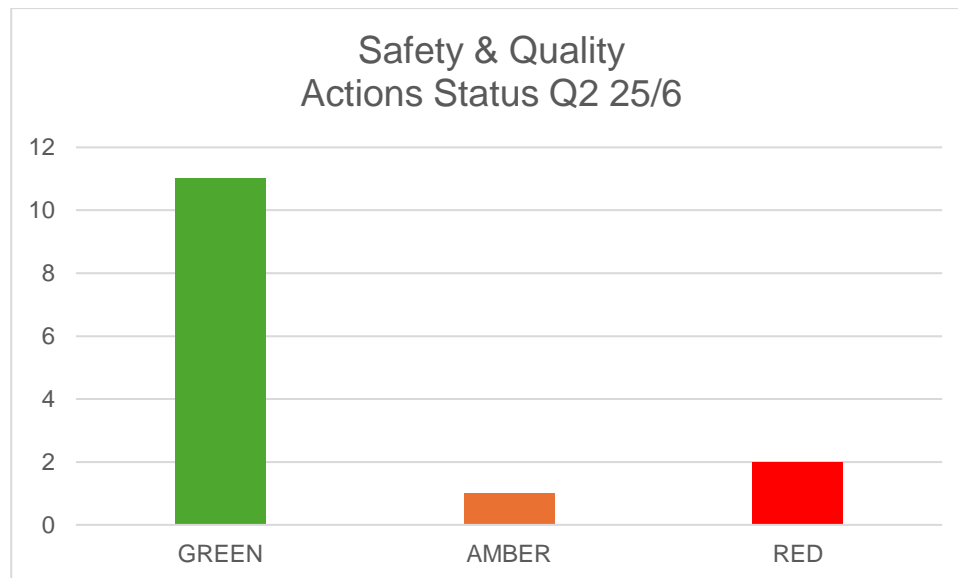
Work is progressing to ensure staff are trained. Processes within our systems are updated including the implementation of a final visit when a case is closed.

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Safety and Quality

- 3.5 The following table sets out progress for the 14 actions within the HIP under this Consumer Standard.



- 3.6 The following are those actions within the HIP denoted as AMBER or RED.

- 3.7 ***SQ3 – Finalise a plan for the completion for all outstanding remedial actions for Fire, EICR and Legionella in appropriate timescales.***

A revised programme for the fire prevention programme which equates to nearly 90% of the high-risk remedial actions notably fire doors and compartmentation has been drafted and will form part of the report setting budgets for 2026/27. Other streams of work where remedial actions are outstanding are having plans finalised, these principally involve gas and electrical issues.

For Electrical Inspection Condition Reports (EICR) work is progressing with contractors issued with the properties where no certificate is currently held either at all or within the 5-year reporting cycle together with remedial actions. Greater co-ordination between Housing Tenancy Officers and The Electrical and Gas Teams is now in place to visit and seek to gain entry to those hard to reach properties currently outstanding.

For Legionella the remaining actions have been allocated to contractors with conclusion to these due by the end of November 2025.

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3.8 *SQ5 - Implement Total Mobile for Repairs and Maintenance.*

In the last quarter the Council has lost the project manager assisting the team in the configuration and development prior to implementation of the Total Mobile (TM) system. The Repairs Module in the TM system is configured and the contractor and cyclical modules including gas have amendments to the system being made alongside final testing.

3.9 *SQ9 - Undertake an independent review of the mitigation in place and the delivery programme for fire safety*

Work on this action has not progressed at this stage, to identify both the scope of the independent review nor those providers that have the capacity and capability to undertake this work.

Safety and Quality Serious Failings

3.10 Within the Regulatory Judgement serious failings under Safety and Quality included circa 3,000 overdue repairs and maintenance jobs. As contained in the updated HIP, this number has at the end of Quarter 2 reduced to 1,052 with 521 currently in progress and a further 91 at no access. In total, 85% of the overdue jobs are Priority 3 - Non urgent jobs. These are predominantly larger jobs covering items such as fencing and roofing which will require additional capacity through contractors to complete.

3.11 Fire Remedial Actions also had circa 3,000 items overdue. At the end of Quarter 2 there were 2,611 overdue actions. These actions are broken down into the 3 categories of High Medium and Low Risk. Further work is being undertaken to review the outstanding actions and data cleansing to ensure effective and timely programmes are in place to accelerate the reduction in outstanding numbers. From the High category 91% of actions are fire door/compartmentation, 8% are mechanical and electrical works and 1% is with Repairs and Maintenance. The budget for 2025/26 for fire door/compartmentation works is £1.5 million and a proposal in budget setting for 2026/27 will seek an increase to £2.5m to accelerate the programme

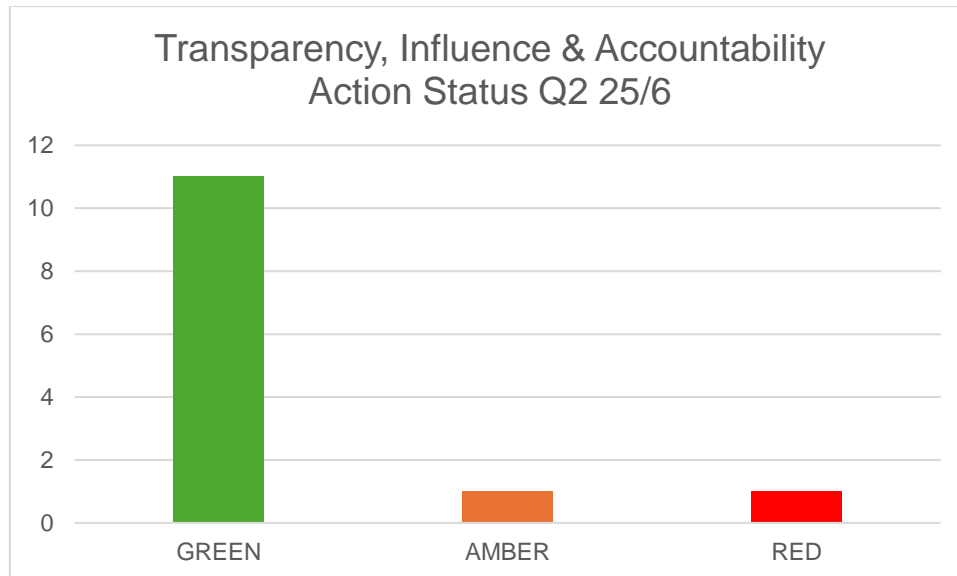
2025/6	Q1	Q2
High	788	695
Medium	1,765	1593
Low	363	291
Total	2,916	2,579

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Transparency, Influence and Accountability

The following table sets out progress for the 13 actions within the HIP under this Consumer Standard.



The following are those actions within the HIP denoted as AMBER and RED.

3.12 TIA3 Implement a Tenants Portal within Cx

Whilst there are potential resolutions, from Civica, for their Cx Housing System, for 2 of the 3 security issues identified, the remaining issue is not resolved at this stage. We are seeking further clarification from the software provider on how this is going to be remedied.

3.13 TIA4 - Review the range of opportunities available for tenants to influence and scrutinise strategies, policies and services and implement improvements identified in accordance with best practice

Draft proposals for the range of formal and informal opportunities that tenants can interact and influence Housing Services is in progress. The job description for the Senior Tenant Engagement Officer is being evaluated which will be followed by recruitment into post in early 2026. As such the capacity to finalise and implement the opportunities for tenants to co-design and scrutinise housing service delivery is anticipated to conclude in March 2026.

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3.14 Acceleration of Improvements

The initial programme for the delivery of fire door replacements across the whole of the housing stock together with associated compartmentation works were scheduled for completion in 2029/30. However, reviewing the programme within the 2026/7 & 2027/8 budget setting processes for the HRA Capital Investment Programme we are proposing to increase budgets to £2.5m within each financial year to accelerate the programme.

Governance Arrangements

- 3.15 To ensure that the Housing Improvement Plan is managed and monitored effectively, governance arrangements were approved by Executive Committee on 2nd September 2025.

- 3.16 The following is the timeline of meetings of Housing bodies that are due to meet prior to this Executive Committee.

29/9/25	Housing Delivery Group
9/10/25	Housing Improvement Board
3/11/25	Housing Strategic Oversight Board.

Subsequent meetings have been diarised.

Provider Improvement Meetings

- 3.17 Following the Regulatory Judgement, as part of the RSH powers under the Social Housing (Regulation) Act 2023, there is a Provider Improvement Process. This is a formal mechanism by which the RSH can issue a Performance Improvement Plan (PIP) Notice, where the RSH has identified concerns through the inspection process and or through data.

- 3.18 Regular monthly meetings are being held with representatives of RSH that commenced in August 2025 to provide assurance that the concerns raised are being actioned in a timely manner. Through this meeting and the Housing Strategic Board, a revised HIP is being produced that will be further embedded within the Consumer Standards and the required outcomes of those standards.

Customer Engagement

- 3.19 The 2024/25 Housing Annual Report was issued to all tenants and leaseholders at the end of July/early August to provide an update on the Regulatory Judgement and the Council's performance across the last financial year. Within this, the Council requested expressions of interest for involvement in the different aspects of tenant scrutiny.

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- 3.20 Across the authority's governance meetings the Council has set a standard agenda item for communications so that the Council can prepare suitable and timely communications to update on progress, milestones or performance against the HIP.

Work is progressing with the next roll out of the Tenant Satisfaction Measures tenant perception survey which is targeted for a mid-January 2026 launch.

4. FINANCIAL IMPLICATIONS

- 4.1 The Housing Revenue Account will fund the additional costs in line with the requirements of the Social Housing Regulation Act 2023 and the outcomes of the Regulatory Judgement.
- 4.2 Where there is any financial pressure to carry out improvements to Council housing and or acceleration of programmes of work, these will be included in the budget setting report for the financial year 2026/27.

5. LEGAL IMPLICATIONS

- 5.1 The report sets out the requirements of legislation which the Council is required by law to adhere to. There is a need for compliance with Section 193 of the Housing and Regeneration Act 2008 as amended by the Social Housing (Regulation) Act 2023.
- 5.2 Inspections are carried out under Section 201 to Section 203A of the Housing and Regeneration Act 2008.

6. OTHER - IMPLICATIONS

Local Government Reorganisation

- 6.1 There are no direct implications for Local Government Reorganisation.

Relevant Council Priority

- 6.2 Community and Housing

- Build more Council homes.
- Ensure the Council's housing stock is clean and safe to live in
- Reduce the housing waiting list.
- Reduce the number of families in temporary accommodation.
- Improve time taken for repairs to be completed.

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Climate Change Implications

- 6.3 The responsive, cyclical and planned maintenance of the Council's properties seeks to ensure that Council Housing properties are well maintained, warm and safe. Included within the programme of works are projects to increase the thermal efficiency of properties. Within the Housing Revenue Account (HRA) Capital Programme there are budgets established to improve the energy efficiency rating of properties with an Energy Performance Certificate of D or below.

Equalities and Diversity Implications

- 6.4 The contents of this report impact on all the Council's Housing Tenants.

7. RISK MANAGEMENT

- 7.1 The following represent the key risks identified.

Risk	Description	Risk Mitigation
Failure to address improvements identified in the Regulatory Judgement	The Council cannot demonstrate the assurance required by the Regulator to make the improvements identified in the Regulatory Judgement	Housing Improvement Plan with regular review through Housing Departmental Meetings (DMT), Portfolio for Housing and quarterly reporting of progress to the Executive Committee.
Failure to meet the Consumer Standards	The Council fails to meet the Consumer Standards which could lead to a self-referral and subsequent actions	Housing Improvement Plan progress monitoring and annual self-assessment.
Reputational Damage	Confidence in the Council's Housing Service declines affecting stakeholder relationships	Acknowledge the judgement publicly and promptly. Demonstrate a clear commitment to improve and provide transparency on progress against the improvement plan through proactive media and social media management

8. APPENDICES and BACKGROUND PAPERS

Appendices

Appendix 1: Housing Improvement Plan

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Background Papers

Housing Regulator Consumer Standards - [Regulatory standards for landlords - GOV.UK](#)

9. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Councillor Bill Hartnett	18/10/25
Lead Director	Guy Revans Executive Director	27/10/25
Financial Services	Kunmi Joesph, HRA Finance Business Partner	21/10/25
Legal Services	Nicola Cummings	21/10/25
Policy Team (if equalities implications apply)	N/A	
Climate Change Team (if climate change implications apply)	N/A	

Housing Improvement Plan – Q2 2025/6 Update

<u>Consumer Standard</u>	<u>Ref</u>	<u>Consumer Standard outcome</u>	<u>Action</u>	<u>Lead Officer</u>	<u>Target Date</u>	<u>RAG Rating</u>	<u>Comments</u>
<i>Neighbourhood and Community</i>	NC1	ASB and Hate Incidents 1.3	Provide ASB performance data via the Quarterly Performance Reports to Executive Committee and to tenants via the website and annual report,	Judith Willis	Jul-25	GREEN	Included in report to Executive 2nd September and thereafter quarterly. Included in Annual Report. A Housing ASB 'Report It' page is on our website and includes a link to the ASB and Hate Crime Tenant Satisfaction Measures quarterly performance measures.
<i>Neighbourhood and Community</i>	NC2	ASB and Hate Incidents 1.3	Review data recording of Hate Incidents	Judith Willis	Sep-25	GREEN	Work is in progress to improve Hate Crime report. Corporately it is reported through a North Worcestershire Community Safety Partnership reporting tool. Guidance has been issued to officers to pull off these cases appropriately on the Housing system. Officers are also booked on Victim Support - I am ME! - Hate Crime Conference 17th October 2025. These members of staff will be hate crime champions and will support the team with a greater understanding of hate crime.
<i>Neighbourhood and Community</i>	NC3	ASB and Hate Incidents 1,3	Establish a procedure to keep tenants informed of the progress of their ASB cases	Judith Willis	Sep-25 (Revised Jan-26)	AMBER	Officers are required to update tenants in a timely manner, whilst a formal procedure is put in place. In addition, work is in progress to provide further training to NTO's regarding effective communication and positive case closure. Implement a final visit at the case closure to ensure the survey is complete.

Housing Improvement Plan – Q2 2025/6 Update

Safety & Quality	SQ1	<i>Repairs, Maintenance and Planned Improvements 1.4</i>	Communicate to customers the priority codes and Repairs Policy together with performance against these	Simon Parry	Jul-25	GREEN	Priority Codes included in the Annual Report posted out July 30th and a separate page on the website has been developed and is live
Safety & Quality	SQ2	<i>Repairs, Maintenance and Planned Improvements 1.4</i>	Mobilise the Caretaker Service to undertake regular cleaning, testing and inspection of Communal Areas	Simon Parry	Aug-25	GREEN	Works commenced in early July to deep clean communal areas. The team is making a positive impact, which is being noticed by our customers. A programme has been developed and working efficiently although we are recruiting into the 2 remaining posts.
Safety & Quality	SQ3	<i>Health and Safety 1.3</i>	Finalise a plan for the completion for all outstanding remedial actions for Fire, EICR, and Legionella in appropriate timescales	Simon Parry	Sep-25 (Revised Nov-25)	RED	Fire - Plan identifies financial implications dependant on timescale for completion. Work is ongoing to finalise plans for work streams outside of the Fire Door and Compartmentation programme. Legionella – Plan includes outsourcing of remaining actions to contractors for completion. EICR – Where Remedial Actions are identified these are being passed to the contractor for completion.
Safety & Quality	SQ4	<i>Health and Safety 1.3</i>	Mobilise a fire door inspection programme	Simon Parry	Sep-25	GREEN	Surveys have commenced with 35 Blocks inspected, target for completion of all surveys in November 2025.
Safety & Quality	SQ5	<i>Repairs, Maintenance and Planned Improvements</i>	Implement Total Mobile for Repairs and Maintenance	Simon Parry	Sep-25 (Revised Jan-26)	RED	R&M Module complete, final testing being completed on Contractor and Gas Modules.

Housing Improvement Plan – Q2 2025/6 Update

		1.4					
Safety & Quality	SQ6	Stock Quality 1.1	Develop a 5-year rolling programme to ensure Stock Condition Surveys (SCS) are undertaken to all Housing Stock	Simon Parry	Sep-25	GREEN	SCS have commenced in August with 121 carried out to date from the 1,378 requested. Surveys are programmed with a target of 100 surveys/month; however, no access is proving to be an issue despite pre-arranged appointments. Target for completion March 2026.
Safety & Quality	SQ7	Repairs, Maintenance and Planned Improvements 1.4	Review all outstanding/overdue repairs and put in place necessary capacity to complete in a timely manner	Simon Parry	Oct-25	GREEN	Root cause analysis undertaken and identified a range of reasons for the backlog including user and system error, process issues regarding contractor notification and duplication of jobs. From 3,000 overdue jobs (April 2025), as at 2/10/25, there were 1,052 overdue jobs. 85% are priority 3 non-urgent jobs.
Safety & Quality	SQ8	Repairs, Maintenance and Planned Improvements 1.4	Use Repairs Performance Data to identify trends and root causes for improvements to be made and regularly monitor and manage performance	Simon Parry	Nov-25	GREEN	With the Power Bi reports we are now able to better understand our data and identify trends or issues, work is ongoing with the Business Improvement Team. Our performance for September is much improved, P1 - non-overdue. P2 - 192 Overdue. P3 - 1026 Overdue. Fencing and roofing contributes to most of the overdue work. A new fencing contractor is on board and delivering with a tender for additional roofing capacity in progress. Work is also in progress in line with Q10 to review priority codes in line with our peers.

Housing Improvement Plan – Q2 2025/6 Update

<i>Safety & Quality</i>	SQ9	<i>Health and Safety 1.3</i>	Undertake an independent review of the mitigation in place and the delivery programme for fire safety	Simon Parry	Dec-25 (Revised Mar-26)	AMBER	Identification of the scope and therefore providers for this is in progress.
<i>Safety & Quality</i>	SQ10	<i>Repairs, Maintenance and Planned Improvements 1.4</i>	Review the Repairs Policy in conjunction with Tenants	Simon Parry	Dec-25	GREEN	A new, revised and updated Repairs and Maintenance policy has been written considering all new regulations currently in force. The Policy to be considered by Executive in November 2025.
<i>Safety & Quality</i>	SQ11	<i>Repairs, Maintenance and Planned Improvements 1.4</i>	Develop a working group with tenants to seek further feedback on improvements required to deliver a more effective Repairs service	Simon Parry	Dec-25	GREEN	Following expressions of interest as part of the Annual Report which every household will receive, we will develop this further.
<i>Safety & Quality</i>	SQ12	<i>Decency 1.2</i>	Ensure the Housing Capital Programme reflects the volume and scope of works to meet the Decent Homes standard across all Housing stock	Simon Parry	Jan-26	GREEN	Work is ongoing reviewing our decent homes data to ensure programmes include the affected properties
<i>Safety & Quality</i>	SQ13	<i>Decency 1.2</i>	Undertake a review of the Housing Asset Management Strategy and the Housing Capital Programme developed for 2023-2027 in line with stock condition information	Simon Parry	Jan-26	GREEN	Linked to the information above the data will influence the Asset Management Strategy revisions which in turn will form part of the opportunities for tenants to influence policy and strategies
<i>Safety & Quality</i>	SQ14	<i>Health and Safety 1.3</i>	Utilise the feedback from the TSM Tenant Perception Survey to improve on the results from the 24/5 survey on 'Feeling Safe'	Simon Parry	Jun-26	GREEN	The TSM results highlighted R&M issues around wait times and appointments, information sharing, condition of properties, communal area conditions and handling of ASB cases. Actions in respect of these were initially covered through the Annual Report and will form part of an ongoing communication strategy to update tenants.

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<i>Transparency, Influence and accountability</i>	TIA1	Fairness and Respect 1.1	Ensure that tenant profile data is collected more widely across all customers so that services can be more reflective of tenants needs, including establishing an 'Every Contact Counts' philosophy.	Judith Willis/Simon Parry	Jul-25	GREEN	Script being used at point of contact. Wider review to be undertaken when no contact is received from customers.
<i>Transparency, Influence and accountability</i>	TIA2	Information about landlord service 1.4	Develop and publish the Annual Housing Report for 24/5	Judith Willis/Simon Parry	Jul-25	GREEN	Annual Report circulated on 30th July 2025
<i>Transparency, Influence and accountability</i>	TIA3	Information about landlord services 1.4	Implement a Tenants Portal within Cx	Judith Willis/Simon Parry	April 26	AMBER	We are working closely with our Software provider to implement this however we have identified 3 security issues, two are to be resolved with the release of the next version of the software in January 2026 however the final issue remains outstanding.
<i>Transparency, Influence and accountability</i>	TIA4	Engagement with tenants 1.3	Review the range of opportunities available for tenants to influence and scrutinise strategies, policies and services and implement improvements identified in accordance with best practice	Judith Willis/Simon Parry	Sep-25 (Revised Mar-26)	RED	Recommendations from external report from TPAS to be agreed and actioned. Budget approval received for a Tenant Engagement & Participation Officer and resources budget.
<i>Transparency, Influence and accountability</i>	TIA5	Complaints 1.6	Recruit to two new posts of Complaints and Quality Officer	Judith Willis	Nov-25	GREEN	One complaints Officer to be recruited and the second post to be refocussed as a Tenant Engagement and Participation post to work alongside a Senior Post. Interviews for Senior Complaints Officer to be held in October and postholder will then recruit to the Officer role (estimated Dec 2025)
<i>Transparency, Influence and accountability</i>	TIA6	Performance Information 1.5	Housing Performance Dashboard completed, and performance reports provided to Executive and tenants.	Judith Willis/Simon Parry	Jan-26	GREEN	Quarterly performance reported to Executive Committee commenced in June 2025. A Power Bi is being

Housing Improvement Plan – Q2 2025/6 Update

							<p>developed with the Business Improvement Team.</p> <p>Performance reporting contained within the Tenants Annual Report – published on 30 July 2025.</p>
<i>Transparency, Influence and accountability</i>	TIA7	Performance Information 1.5	Establish a communications strategy to regularly update tenants on services and performance	Judith Willis	Jan-26	GREEN	A draft communications strategy has been developed. Within the Governance structure around the Housing Improvement Plan a standard agenda item is communications as an opportunity to capture and or promote progress across the plan or specific milestones/actions.
<i>Transparency, Influence and accountability</i>	TIA8	Complaints 1.6	Undertake further engagement with tenants and learn from our peers how they have sought to improve complaint handling satisfaction	Judith Willis	Jan-26	GREEN	Ongoing engagement with Peers to understand their opportunities and processes for increasing complaint satisfaction.
<i>Transparency, Influence and accountability</i>	TIA9	Complaints 1.6	Improve how promptly complaints are addressed	Judith Willis	Dec-25	GREEN	Quarterly performance data shows improvements with data shared as part of the regular reporting to Executive as well as through Senior Housing management team meetings
<i>Transparency, Influence and accountability</i>	TIA10	Fairness and Respect 1,1	Ensure a programme of training is delivered to ensure tenants are treated with fairness and respect	Judith Willis/Simon Parry	Mar-26	GREEN	In progress and is included as part of CIH qualification that Officers hold or are scheduled to enrol.
<i>Transparency, Influence and accountability</i>	TIA11	Fairness and Respect 1.1	Develop a programme for embedding the Council's corporate culture work programme within Housing Services	Judith Willis/Simon Parry	Mar-26	GREEN	Appraisals and 121s are undertaken using the 4P's identified from the workforce plan. Associated training plans are being developed to support this.

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<i>Transparency, Influence and accountability</i>	TIA12	Engagement with tenants 1.3	Continue work with TPAS to develop a robust tenant engagement offer with future reporting to Executive Committee setting out key actions and required resources.	Judith Willis/Simon Parry	Nov-26	GREEN	September 2025 identified funding for training for tenants together with establishment of a Tenant Engagement and Participation post. Training plan for new tenants involved in scrutiny being finalised and options for engagement being drafted for inclusion in a future report.
<i>Transparency, Influence and accountability</i>	TIA13	Diverse Needs 1.2	Implement the Customer Profile Action Plan, with milestones established	Judith Willis/Simon Parry	Jan-27	GREEN	Tracking of volume of customer profile information to be devised and analysis to be undertaken to influence the action plan.

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Quarter 2 Housing Performance

Relevant Portfolio Holder	Councillor Bill Hartnett
Portfolio Holder Consulted	Yes
Relevant Assistant Director	Simon Parry and Judith Willis
Report Author	Job Title: Assistant Director of Environmental and Housing Property Services and Assistant Director of Community and Housing Services Contact email: simon.parry@bromsgroveandredditch.gov.uk, Judith.willis@bromsgroveandredditch.gov.uk
Wards Affected	All
Ward Councillor(s) consulted	N/A
Relevant Council Priority	Community and Housing
Non-Key Decision	
If you have any questions about this report, please contact the report author in advance of the meeting.	

1. RECOMMENDATIONS

The Executive Committee is asked to RESOLVE that: -

- 1) The Council's Quarter 2 Housing Performance for 2025/26 in respect of the Tenant Satisfaction Measures (Landlord) are noted.**

2. BACKGROUND

- 2.1 The Regulator for Social Housing (RSH) has established the 'Tenant Satisfaction Measures' (TSM) which places a responsibility on all social housing landlords, in England, to return performance information, so that each provider can be assessed for how well they are providing good quality homes and services. The TSM sets out 22 measures covering 5 themes:

1. Keeping properties in good repair
2. Maintaining building safety
3. Respectful and helpful engagement
4. Effective handling of complaints
5. Responsible neighbourhood management

- 2.2 Of the 22 measures, they are split between those that the landlord is required to measure directly (10) and those that are measured by tenant perception surveys (12).

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- 2.3 This report provides an update on the current position regarding all 10 of the landlord measures across Housing Services, together with other supplementary measures critical for service delivery in meeting the outcomes from the RSH. This includes services provided by both Housing Property Services and Housing Services through the management and maintenance of Redditch Borough Council's housing stock.

Operational Issues

- 3.1 The following sets out the performance for quarter 2 of 2025/26 with commentary where performance has not been on target or where updates on progress are being made. Appendix 1 summarises the performance data.

3.2 RP – Keeping Properties in good repair**RP01: Homes that do not meet the Decent Homes Standard**

- 3.3 Following a review of the asset management database the Council has identified that previous reporting was inaccurate. During this period, the Council has been working with the software provider to get the assurance that future reporting will be accurate. In the interim, this has led to the sharp increase in non-decency, i.e. those properties that do not meet the Decent Homes Standard, at 11.90%. The properties and reasons for failure are being analysed to understand if the elements, such as boilers, kitchens and bathrooms, are part of existing programmes or whether these properties need to be accelerated.

Stock Condition Data

- 3.4 Stock condition surveys commenced in August 2025 with a target in 2025/26 to complete 1,340 surveys. In Quarter 2, 121 surveys have been completed with additional resources allocated to target 100 surveys per week over the remainder of the fiscal year. At Quarter 2 therefore, the proportion of stock condition surveys completed within a 5-year period is **20.68%**.

RP02.1: Repairs completed within target timescale – Proportion of non-emergency responsive repairs completed within the landlord's target timescale**RP02.2: Repairs completed within target timescale – Proportion of emergency responsive repairs completed within the landlord's target timescale**

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- 3.5 **RPO2.1** covers all Priority 2 (Urgent 5 working days) and Priority 3 (Routine 20 working days)
- 3.6 **RP02.2** covers all Priority 1 repairs (Emergency 24 Hours).
Emergency repairs are those that need to be carried out to avoid serious danger to the health and safety of the occupants or where a failure to carry out the repair could cause extensive damage to buildings and property.
- 3.7 Analysis has been undertaken and identified that Quarter 1 reporting from PowerBi was inaccurate as it included non-responsive repairs data e.g. planned repairs. The revised figures have been included in the appendix accordingly. Through the analysis of performance for Priority 3 jobs, additional capacity has been added for fencing via a contractor and a tender for additional capacity for roofing works is also in progress to support the inhouse teams to improve timescales.

BS- Maintaining Building Safety**BS01: Gas safety checks**

- 3.8 The key statutory requirement is that the Council adhere to the Gas Safety (Installation and Use) Regulations 1998 as amended. It is a legal requirement for the Council to perform a gas safety check every twelve months on each Council house and to maintain the associated paperwork.
- 3.9 All current gas safety checks are in place for both the Council's domestic boilers and communal boilers. Work to improve the quality and efficiency of boilers continues with boilers replaced on both a reactive basis (where beyond economical repair) or planned replacement due to age and efficiency.
- 3.10 There are 204 properties that have their gas supply capped. These properties comprise of current voids and customers who do not want or cannot afford gas. There are 142 properties that have been capped greater than 3 months and these are identified and shared with the Neighbourhood and Tenancy team to provide opportunity for tenancy visits to ensure there is support for the household.

BS02: Fire safety checks

- 3.11 The key statutory requirement is the Regulatory Reform (Fire Safety) Order 2005 (RRO) which requires the Council to undertake regular assessments of all communal areas within the Council's housing stock, by a competent person. This assessment of a building is to ensure that it is at least maintained, as designed, to protect the integrity of fire safety features such as compartmentation and escape routes.

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- 3.12 There is a rolling programme of inspection for the Fire Risk Assessments (FRAs) with designated properties being part of an annual risk assessment (Sheltered Accommodation) with the remainder (General Needs) being undertaken on a 3-year cycle. The FRAs are undertaken by external consultants Ridge and Partners LLP.
- 3.13 Through August and September 2025, the Council's consultant has experienced resource issues which are now being resolved to bring the programme back on track. It is envisaged that this will be resolved by November 2025.
- 3.14 The outstanding remedial works from the FRAs are included in the table below.

Table 3: Fire Remedial Actions

	No. of high-risk actions – Serious	No. of medium risk actions – Minor	No. of low-risk actions – Best Practice
Overdue FRA remedial actions (< 3 months)	1	20	16
Overdue FRA remedial actions (3-6 months)	0	76	16
Overdue FRA remedial actions (6-12 months)	16	508	111
Overdue FRA remedial actions (12+ months).	678	989	148
Totals	695	1593	291

- 3.15 Initially, the list of remedial actions totalled 6,189. However, the work identified previously has significantly reduced this, noting however there is much work still to be undertaken. The serious items in Table 3 cover many sites, examples of which, are works to fire doors, fire stopping, which equates to approximately 89% of outstanding serious actions, ensuring person centred fire risk assessments for highly vulnerable people are undertaken and in place and that an assessment is undertaken of any cladding materials. Works are in progress across a range of these issues; the budget for 2025/26 for these works has

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been agreed at £1.5 million and a proposal in budget setting for 2026/27 will be for an increase to £2.5m to accelerate the programme.

- 3.16 In the interim, to mitigate the risks identified, Housing Property Services has developed a programme of fire door inspections which commenced in September 2025 with results expected in December 2025. As part of the FRA, the item most referenced for doors states:

‘All flat entrance doors should be checked to see if they provide adequate fire resistance, have the correct ironmongery and operate correctly. The doors should be upgraded as necessary to achieve FD30S standard, with a self-closing device capable of closing the door in its frame from any angle and overcoming the resistance of any latch.’

- 3.17 Whilst all our flats have existing fire doors, these surveys will identify the standard of the doors, in the interim, to mitigate against the risks prior to replacement, where required, and inform the programme accordingly. The document that holds all this data is being continuously updated as individual items are completed, with tasks allocated to various teams across the whole of the Housing Service. As part of the Council's regular maintenance and surveillance of communal areas the new caretaking service, now provides assurance that flammable objects are not stored within these areas, together with timely reporting of any issues within the communal areas. Housing Property Services have ensured that emergency lighting and fire alarm testing and maintenance is undertaken and that flats have the relevant smoke alarms to help protect tenants in the event of a fire.

BS03: Asbestos safety checks

- 3.18 The key statutory requirement is the Control of Asbestos Regulations 2012 (CAR2012) which requires the Council to undertake an asbestos survey to confirm locations of asbestos containing materials within communal areas. Regulation 4 of the above legislation (CAR) places a specific obligation upon ‘duty holders’ (owners and/or those responsible for maintenance) to manage asbestos within non-domestic premises (including common parts of domestic dwellings). This requires identification of the location and condition of asbestos containing materials (ACMs), a corresponding risk assessment and written management plan to prevent harm to anyone who occupies or works upon the building. Although the regulations do not extend to domestic properties, Housing Property Services do have a duty of care under the Health and Safety at Work Act 1974 and the Management of Health and Safety Working Regulations 1999 to ensure the safety of the workforce and contractors when working within Council properties.

- 3.19 All blocks have had asbestos surveys undertaken to the communal areas which categorised the presence and condition of any asbestos present. A programme of removal has been completed to remove poor quality asbestos from communal areas. Where ACM were left, an annual reinspection regime has been put in place to ensure there has been no deterioration and therefore identified intervention to control the risk. This has since resulted in the removal of further asbestos thereby reducing the number of blocks required for reinspection.

BS04: Water safety checks

- 3.20 Under the Health and Safety at Work Act 1974 and the Control of Substances Hazardous to Health Regulations 2002, housing providers must assess and control the risk of exposure to legionella bacteria in water systems.
- 3.21 The RSH set out **BS04 – Water Safety Checks** – Proportion of homes for which all required legionella risk assessments have been carried out.
- 3.22 Through the issuing of the Risk Assessments for each of the 51 communal sites, several actions have been identified. Monthly checks are undertaken by the Council's contractor to monitor water temperature, and the authority's in-house Gas Team carry out a weekly flush of the systems. Whilst over 90% of actions have been completed by the Council's Gas Team, we have required external contractors to complete the remaining actions, which are targeted for completion by November 2025 which is behind the original target.

BS05: Lift safety checks

- 3.23 Responsibilities for the inspection and maintenance of lifts are covered by the Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), and the Provision and Use of Work Equipment Regulations 1998 (PUWER). These regulations require that any equipment, including lifts, provided for tenants must be safe for use, properly maintained, and suitable for the environment. These works were part of the responsibilities previously undertaken by the Property Services and have since transferred to Housing Services for operational compliance.
- 3.24 The Council's insurer completes the necessary checks on these lifts and reports any issues that need remedial works. The insurer has been unable to access lifts this quarter and therefore key safes are being installed across all sites with the correct keys to allow access. The inspections will be carried out this quarter to ensure the safety of these lifts for users.

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Electrical

- 3.25 Under the British Standard, BS 7671, Requirements for Electrical Installations (also known as the IET Wiring Regulations) the Council is required to undertake regular assessments, Electrical Inspection Condition Report (EICR), by a competent person.
- 3.26 The Electrical Safety Standards in the Private Rented Sector (England) Regulations 2020 are being amended to include social rented housing. As such it will become a legal responsibility, rather than best practice previously, to ensure from 1st November 2025, that new tenancies have a compliant EICR and from 1st May 2026 that all existing tenancies, granted before 1st December 2025, are also compliant.
- 3.27 To enhance the Council's opportunities for access, the Council has developed, in conjunction with the Council's in house and external Legal Teams, a similar 'warrant' type approach that is utilised by the Gas Team to provide entry to fulfil compliance responsibilities.
- 3.28 The Council has experienced resource issues through this quarter with the Electrical Compliance Manager leaving and have been unable to recruit into this position either on a permanent or temporary basis. This has led to a gap in collating electrical remedial actions through September. A review is currently being undertaken to establish the outstanding actions to issue these to the contractor to remedy.

Smoke and Carbon Monoxide Alarms

- 3.29 The Smoke and Carbon Monoxide Alarm (Amendment) Regulations 2022 requires landlords to provide smoke alarms to be fitted to each storey of premises used as living accommodation. Similarly, where a room contains a solid fuel burning combustion appliance, then a carbon monoxide alarm is to be fitted. Work is ongoing to complete these works to all outstanding properties. Housing Property Services are cross referencing these outstanding properties with other works such as access for gas servicing as well as co-ordinating information with Neighbourhood and Tenancy officers and tenancy audits to gain access.

Complaints and Compliments

- 3.30 30 complaints were received across July (13), August (10), and September (7), an increase on Quarter 1 (24) but in line with Quarter 4 of 2024. Of these, 67% were for Housing Property Services. Performance in time taken to respond to complaints during this quarter dropped, especially though August. The Council is currently recruiting

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into a permanent Senior Complaints Officer post to provide better resilience during holiday periods and in general.

- 3.31 Despite the upheld complaints, the quarter also continued the trend of significant numbers of compliments with 113 received (Quarter 1 54) with 70% received from works carried out by the Capital Team, including new kitchens.

Anti-Social Behaviour (ASB)

- 3.32 The service has a dynamic, functional and accessible ASB service for customers, creating strong partnerships including with the local Police. The service has undertaken many significant and highly complex enforcement actions including Civil Injunctions, Closure Orders and Discretionary and Mandatory Possession Orders against tenancy breaches.
- 3.33 The whole ASB service is committed to utilising the full range of tools and powers at its disposal. The Council works with partner agencies wherever possible to deal robustly and proportionately with all forms of nuisance and ASB that have a direct impact upon the sustainability of tenancies and communities and to ensure that residents of all tenures can enjoy peace, quiet and security in and around their homes, whilst remaining tolerant of the reasonable behaviour of others.
- 3.34 Each complaint of ASB is handled in accordance with the ASB Policy and relevant procedures, ensuring that risk and vulnerability is continuously and dynamically assessed throughout the management of the case. Where enforcement action becomes necessary, this will always follow a consistent and proportionate process of escalation, with all parties to the case treated with dignity and respect and with due regard to the Equality Act.
- 3.35 Between 1st July 2025 and 30th September 2025, 94 new ASB cases were started, 28 ASB cases were closed, and the team were managing 66 live ASB cases.
- 3.36 The cases are broad ranging covering incidents against the person and against the community, such as damage to communal areas, dog fouling etc. Noise nuisance complaints are also reported frequently to the team.
- 3.37 Following some backlogs in the judicial system earlier in the year, the Council has had a good number of cases getting to court. These cases are mainly for civil injunctions, to curb ASB from tenants by restricting how they can behave in their home, toward their neighbours and towards RBC staff. That said, the Council has also taken some cases

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to gain back possession of homes when ASB has been perpetrated or when tenants have abandoned their homes.

- 3.38 ASB continues to create the highest level of work within the team. The team continue to attend all appropriate meetings with partner agencies to prevent and enforce ASB cases, including the Police, Mental Health Services, Social Services and other relevant partners.

4. FINANCIAL IMPLICATIONS

- 4.1 All work undertaken through the delivery of services highlighted in this report are budgeted through the Capital Programme and the HRA. As part of the development of an improvement plan, where additional budgets are required to improve compliance and performance, these will be included in a separate report.

5. LEGAL IMPLICATIONS

- 5.1 The report sets out the requirements of legislation which the Council is required by law to adhere to.
- 5.2 Compliance is required with Section 193 of the Housing and Regeneration Act 2008 as amended by the Social Housing (Regulation) Act 2023.
- 5.3 Inspections are carried out under Section 201 to Section 203A of the Housing and Regeneration Act 2008.

6. OTHER – IMPLICATIONS**Local Government Reorganisation**

- 6.1 No direct implications for Local Government Reorganisation have been identified in this report.

Relevant Council Priority

- 6.1 This report supports the current Council Plan and the following Council priority:

Community and Housing

- Providing Council Housing that is improved and upgraded through the Housing Capital Investment Programme
- Ensuring the housing stock is clean and safe to live in
- Improve time taken for repairs to be completed
- Maximising funding available to the sector.

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Climate Change Implications

- 6.2 The responsive, cyclical and planned maintenance of the Council's properties seeks to ensure that Council Housing properties are well maintained, warm and safe. Included within the programme of works are projects to increase the thermal efficiency of properties.

Equalities and Diversity Implications

- 6.3 Through the delivery of Housing Services, the Council identify the needs of individuals and households to tailor services appropriately.

7. RISK MANAGEMENT

- 7.1 The key risk is failure to ensure properties are well maintained, safe and compliant in accordance with the relevant regulations highlighted through this report. Work is ongoing to ensure compliance and is further evidenced through the Housing Improvement Plan.

8. APPENDICES and BACKGROUND PAPERS

Appendix 1 – Measures Table

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9. REPORT SIGN OFF

Department	Name and Job Title	Date
Portfolio Holder	Councillor Hartnett	18/10/25
Lead Director / Assistant Director	Guy Revans	27/10/25
Financial Services	Kunmi Joesph	21/10/25
Legal Services	Nicola Cummings, Principal Solicitor – Governance	21/10/25
Policy Team (if equalities implications apply)	N/A	
Climate Change Team (if climate change implications apply)	N/A	

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Appendix 1 – Measures Table

Keeping Properties in good repair

	Measure Name	Type	Q4 24/5	Q1 25/6	Q2 25/6	Q3 25/6	Q4 25/6	Target	RAG Rating
RP01	Homes that do not meet the Decent Homes Standard	%	4.17%	4.15%	11.90%			0.00%	Red
RP02.1	Repairs completed within Target Timescale (Non-Emergency)	%	71.95%	77.88% 61.50%	80.80%			100%	Amber
RP02.2	Repairs completed within Target timescale – (Emergency)	%	83.6%	83.6% 84.10%	85.00%			100%	Amber

RP01 – Issues identified with Stock Condition Database that have been taken up with the software provider that has resulted in the increase in non-decency (3.4)

RP02.1 & RP02.2 Crossed through data was inaccurately recorded as identified in the report (3.7)

Maintaining Building Safety

	Measure Name	Type	Q4 24/5	Q1 25/6	Q2 25/6	Q3 25/6	Q4 25/6	Target	RAG Rating
BS01	Gas Safety Checks	%	100%	100%	100%			100%	Green
BS02	Fire Safety Checks	%	100%	100%	80%			100%	Red
BS03	Asbestos Safety checks	%	100%	99.50%	100%			100%	Green

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BS04	Water Safety checks	%	100%	100%	100%			100%	Green
BS05	Lift Safety Checks	%	100%	87.00%	54.84%			100%	Red
EI01	Electrical Test of Properties	%	90.50%	94.89%	95.17%			100%	Amber
EI02	Electrical Test of Communal Areas	%	100%	100%	100%			100%	Green
EI03	Smoke Alarms	%	97.36%	98.80%	98.91%			100%	Amber
EI04	Carbon Monoxide Alarms	%	98.33%	98.89%	98.94%			100%	Amber

BS02 – Consultant’s resource issues resulted in missed target dates for compliance – resources identified to correct this in Q3 (3.13)

Complaints

	Measure Name	Type	Q4 24/5	Q1 25/6	Q2 25/6	Q3 25/6	Q4 25/6	Target	RAG Rating
CH01.1	Complaints relative to the size of the landlord (Stage 1)	# per 1,000 homes	4.51	3.07	5.25			Less than 10	Green
CH01.2	Complaints relative to the size of the landlord (Stage 2)	# per 1,000 homes	0.72	0.90	1.27			Less than 3	Green
CH02.1	Complaints responded to within Complaint Handling Code timescales (Stage 1)	%	62%	93%	81.00%			85%	Amber

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CH02.2	Complaints responded to within Complaint Handling Code timescales (Stage 2)	%	80%	100%	72.00%			85%	Amber
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Anti-Social Behaviour (ASB)

	Measure Name	Type	Q4 24/5	Q1 25/6	Q2 25/6	Q3 25/6	Q4 25/6	Target	Trend
NM01.1	Anti-social behaviour cases relative to the size of the landlord	# per 1,000 homes	22.8	27.1*	30.4			35.5*	Amber
NM01.2	Anti-social behaviour cases (involving Hate Crime) relative to the size of the landlord	# per 1,000 homes	0	0	1.1			0.6**	Green

*Current data is below the national mean which is potentially due to under reporting. Therefore, it is anticipated that the Council's measurement will increase this year.

**This represents the median level reported for 2023/24 across this TSM for all social housing providers