
Governance and Assurance Arrangements – Regulator of Social Housing Improvement Programme

Governance & Audit Committee

Date of meeting: 13th July 2026

Lead director/officer: Chris Burgin
Lead Member : Assistant Mayor for Housing

Useful information

- Ward(s) affected: All
- Report author: Chris Burgin
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- Report version number: v1.0

1. Summary

1.1 This report sets out the **governance and assurance arrangements** in place to oversee Leicester City Council's response to the Regulator of Social Housing (RSH) inspection and the delivery of the associated Performance Improvement Plan (PIP).

1.2 The report is intended to provide the Governance & Audit Commission with assurance that:

- there are **clear lines of accountability** for improvement activity;
- **robust arrangements** are in place to monitor progress and manage risk; and
- Members receive **regular, structured oversight** of delivery.

1.3 The report focuses on **how assurance is obtained**, rather than on the operational detail of improvement activity, which is reported through other established scrutiny routes.

2. Recommended actions/decision

The Governance & Audit Commission is recommended to:

1. **Note** the governance and assurance arrangements in place to oversee delivery of the RSH Performance Improvement Plan; and
2. **Take assurance** that appropriate frameworks are in place to monitor progress, manage risk and provide Member oversight.

3. Scrutiny / stakeholder engagement

3.1 This report is concerned with Governance, scrutiny and oversight

4. Background and options with supporting evidence

4.1 Background

4.1.1 In May 2025, an inspection by the Regulator of Social Housing resulted in a consumer grading of **C3 (requiring improvement)**.

4.1.2 Following the inspection outcome, the Council entered a period of enhanced regulatory engagement and agreed a **Performance Improvement Plan**, setting out the actions required to achieve compliance with the Consumer Standards.

4.1.3 The Council's objective is to demonstrate sustained improvement and secure a compliant grading within a reasonable timeframe, supported by effective governance, oversight and assurance arrangements.

4.1.4 The inspection findings and detailed improvement activity have been reported previously through appropriate routes. This report does not revisit those matters, but instead focuses on the **governance framework through which progress is overseen and assured**.

4.2 Governance and Assurance Arrangements

Senior Officer Oversight

4.2.1 A dedicated **RSH Oversight Board** has been established, chaired by the Strategic Director of City Development & Neighbourhoods.

4.2.2 The Board meets on a **monthly basis** and:

- reviews progress against the Performance Improvement Plan;
- considers delivery risks and mitigating actions; and
- provides senior officer challenge and escalation where required.

4.2.3 Each action within the PIP is assigned to a **named senior officer**, ensuring clear accountability for delivery.

4.3 Performance Management and Reporting

4.3.1 Progress against the Performance Improvement Plan is monitored through:

- structured performance reports to the Oversight Board;
- defined milestones and delivery trajectories; and
- supporting evidence demonstrating progress against agreed actions.

4.3.2 These arrangements ensure that progress is **systematically tracked**, risks are **identified and managed**, and corrective action can be taken where delivery issues arise.

4.4 **Member Oversight**

4.4.1 Elected Members receive **regular updates** on progress through established governance routes, including:

- Lead Member Briefings;
- Housing Scrutiny Commission; and
- Tenant Scrutiny Panel.

Both the TSP and HSC are empowered to look in more detail should they decide.

4.4.2 An agreed reporting cycle ensures that Members have:

- visibility of progress and key risks;
- the opportunity to provide challenge; and
- assurance that improvement activity is being effectively overseen.

4.5 **External Regulatory Engagement**

4.5.1 The Council maintains **regular engagement with the Regulator of Social Housing**, including scheduled meetings, submission of evidence, and ongoing dialogue regarding delivery against the Performance Improvement Plan.

4.5.2 This provides an important element of **external scrutiny and validation** of the Council's assessment of progress.

4.6 **Internal Audit and Independent Assurance**

4.6.1 Internal audit activity (delivered by Veritau) forms part of the overall assurance framework, providing:

- independent review of key risk areas;
- assurance on compliance and control arrangements; and
- additional confidence to senior officers and Members.

4.6.2 Audit findings are reported through established governance routes and contribute to the Council's overall assurance position.

4.7 **Overall Assurance**

4.7.1 Taken together, these arrangements provide:

- **clear accountability for delivery;**
- **regular and structured oversight** at both officer and Member level; and
- **independent assurance** through audit and regulatory engagement.

4.7.2 The Governance & Audit Commission is therefore invited to take assurance that **appropriate governance frameworks are in place to oversee and monitor delivery of the Council's RSH improvement programme.**

5. Financial, legal, equalities, climate emergency and other implications

5.1 Financial implications

There are no direct financial implications associated with the governance and assurance arrangements outlined within this report. The additional cost of the operational improvement activity has been reflected within the budget for 2026/27.

Signed: Stuart McAvoy - Head of Finance

Dated: 21st May 2026

5.2 Legal implications

The governance arrangements described in this report support the Council in meeting its statutory duties as a registered provider of social housing and in responding appropriately to regulatory requirements.

Signed: Kamal Adatia

Dated: 21st May 2026

5.3 Equalities implications

There are no direct negative equality impacts arising from noting this governance framework. Housing improvements being overseen directly affect social housing tenants, who often include higher proportions of elderly residents, disabled individuals, and ethnically diverse communities. It is important that updates, consultation materials, and progress reports intended for tenant or public consumption are accessible in alternative formats and languages to maintain transparent accountability.

Signed: Equality Officer, Surinder Singh, Ext 37 4148

Dated: 27 May 2026

5.4 Climate Emergency implications

There are no direct climate emergency implications arising from this report.

Signed: Phil Ball, Sustainability Officer, Ext 372246

Dated: 21st May 2026

5.5 Other implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

6. Background information and other papers:

7. Summary of appendices:

8. Is this a private report (If so, please indicate the reasons and state why it is not in the public interest to be dealt with publicly)?

9. Is this a “key decision”? If so, why?