



Cambridge City Council Housing Advisory Board

Date: Monday, 15 June 2026

Time: 5.00 pm

Venue: Meadows Community Centre, 299 Arbury Rd, Cambridge CB4 2JL

Contact: democratic.services@cambridge.gov.uk, tel:01223 457000

Agenda

- 1 Election of Co-Chair (Councillor)
- 2 Apologies
- 3 Declarations of Interest
- 4 Minutes - 2 February 2026 (Pages 3 - 12)
- 5 Welcome & Introduction to New Members
- 6 Appointment of Independent Member
- 7 Housing Advisory Board Terms of Reference (Pages 13 - 22)
- 8 New Build Working Group – New Build Repairs and Maintenance After the Defects Period (Pages 23 - 26)
- 9 Housing Improvement Plan - June Update (Pages 27 - 36)
- 10 Housing Performance Report Year End 2025-26 (Pages 37 - 58)
- 11 Rent Regulation Update (Pages 59 - 64)
- 12 Work Programme and Forward Plan & Scrutiny Work Programmes (Pages 65 - 80)

Housing Advisory Board Members: Minns (Co-Chair), Bird (Cabinet Member), Blackburn-Horgan, Davison, Haithcock, Martinelli, Tong, Wade, Best, Powell-Hardy, Wais, Miszk and Davies

Alternates: Dalzell, Fisher, Porrer and Whitmore

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The full text of any public question must be submitted in writing by noon two working days before the date of the meeting or it will not be accepted. All questions submitted by the deadline will be published on the meeting webpage before the meeting is held.

Further information on public speaking will be supplied once registration and the written question / statement has been received.

HOUSING ADVISORY BOARD

2 February 2026
Times Not Specified

Present: Councillors Robertson (Co-Chair), Bird, Gawthrop Wood, Lokhmotova, Martinelli, Tong.

Elected Tenant & Leaseholder Representatives: Diana Minns (Co-Chair), Diane Best and Mandy Powell-Hardy

In attendance: Councillor Porrer

Officers:

Assistant Director for Housing and Health: Samantha Shimmon

Assistant Director for Homes and Commercial: Sean Cleary

Interim Property Compliance & Risk Manager: Michael Burch

Resident Engagement Manager: Kate Grigg

Chief Finance Officer: Jody Etherington

Asset Manager for Planned Works: Will Barfield

Democratic Services Officer: Matthew Hussey

FOR THE INFORMATION OF THE COUNCIL

26/1/HAB Apologies

An apology for absence was received from Councillor Griffin.

26/2/HAB Declarations of Interest

There were no declarations of interest.

26/3/HAB Minutes

That subject to Councillor Blackburn-Horgan being included as present, the minutes of the meeting held on 8 December 2025 were approved as a correct record and signed by the Chair.

26/4/HAB Housing Performance Report – Quarter 3 2025-26

The Assistant Director for Housing and Health, presented the report in regard to the Housing Performance Report, Quarter 3 for 2025-26.

Members were informed that due to the current rent regulation work, enforcement action had been reduced whilst officers focused on the rent error issues. Whilst they continued to try and engage with tenants who were in arrears, the KPIs were predicted to continue rising until the team could continue with enforcement work.

The Assistant Director for Housing and Health continued that the total rent and service charges lost due to voids, as at end of qtr. 3, amounted to £1.25 million. Included in this figure were properties set aside for redevelopment, any bulk handover of new build properties that were waiting to be let and those undergoing energy efficiency works.

She went on to say that most service charges were paid under an agreed payment plan, however, the Council currently had £39k of arrears where the case was with the legal team, and £19.5k where the leaseholder was deceased or the properties were being bought back for redevelopment, and £92k with no payment agreement in place.

In regard to Tenancy Audits, due to a significant rise in the workload coming into the Tenancy Management team, most of which was of an increasingly complex nature, as well as unforeseen resource shortages; the number of properties receiving tenancy audits had significantly reduced. It was likely that this would continue for the foreseeable future, and the Council would not be able to meet the 10% target this year. Discussions were on-going regarding a long-term solution for this. To date however, the team had provided 137 households with advice and support during and following a tenancy audit.

In response to questions, officers clarified that the Tenancy Audit had not been carried out fully and that a preventative approach would be undertaken going forward.

Members were informed that the void improvement process would include 'New Build' figures.

The Assistant Director for Housing and Health continued that it took on average 16 days per void from when the operative entered the property to completion. If there was an influx of voids, subcontractors would be used which increased the average number of days for repairs to 30.6.

Members were notified that there had been difficulty letting the Meadows due to the local lettings plan as the properties were located on South Cambridgeshire land. Therefore, nominations had to have a local connection to South Cambridgeshire or to Cambridge, with 50% connected to Cambridge and 50% to South Cams.

In regard to compliance, officers had looked at blocks that required a fire assessment and if they were needed. The authority did not have any shared blocks and it was expected that the 4092 affected units that required a fire assessment would come down.

Members were informed that Local Authorities were legally only required to undertake fire risk assessments on blocks that were over 18 metres or those that were over 11 metres that had a simultaneous evacuation strategy.

Members proposed that a Risk Based Report be submitted to a future meeting.

In response to a question in respect of alterations made by residents, Members were informed that if the alterations were allowed, they would be reported to the surveyors. If the alterations were not allowed, the Council would work with tenants to rectify the situation. It was added that the Council could not force tenants to have decent homes works undertaken. If tenants refused entry the property would list as no access.

In reply to a question on actions required for any outstanding asbestos issues, the Interim Property Compliance & Risk Manager responded that 100% had been completed with 67.7% carried out within time. The 17 issues that were over had now been completed. He added that if a property had any asbestos, a Management Survey would be required. If the asbestos was undamaged or undisturbed it would be left in situ.

Members requested that a report in regard to how Cambridge City Council compared with other Local Authorities on the disrepair of its properties be submitted to a future meeting.

Resolved: (i) To note the report.

(ii) That the Interim Property Compliance & Risk Manager be requested to submit a Risk Based report to a future meeting.

(iii) That a report in regard to how Cambridge City Council compared with other Local Authorities on the disrepair of its properties be submitted to a future meeting.

26/5/HAB HRA Budget

The Chief Finance Officer submitted a report, and presentation which provided an overview of the HRA Budget.

The presentation covered the following areas:

- Landlord Account for Council Homes
- Ringfenced Account – must be spent on landlord services
- 30 Year Business Plan
- Annual Rent Increase for 2026/27
- Rent Convergence
- Unavoidable pressures – City Services
- Budget Bids – City Services/Communities

The Chair commented that although the Board was still in its development stage, Members had struggled with the Budget Report submitted to Scrutiny and that it had been difficult to find the HRA element within the papers. She added that the Budget was extremely important and Members needed time to prepare for the meeting so that they could comment on the Budget.

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The Chief Finance Officer commented that the report submitted to Scrutiny was the complete Budget Report and that only the HRA element which affected tenants would be submitted to the Housing Advisory Board.

In response to a question in relation to rent convergence, officers replied that it had been decided that this would be remodelled to either £1 to £2 and would be a permanent loss of income.

In relation to how the 30 Year Business Plan would be impacted by after Local Government Reorganisation (LGR) which was scheduled to be completed by 2028, Local Authorities were still legally obliged to have a fixed budget in place until then. It was added that whichever council Cambridge City was combined with, which was likely to be South Cambridgeshire District Council, both HRA's would become one entity.

Members proposed that the following statement from the Housing Advisory Board be made to Cabinet by the Cabinet Member for Housing:

“That the Housing Advisory Board welcomes and supports the HRA Budget Proposals. We particularly endorse the Budget Bids, which represent an improved service for tenants and leaseholders.

Board Members also recognise the current financial pressures and thanks officers for putting together a balanced budget.”

Upon being put to the vote the majority of Members were in support of the proposal with one abstention.

Resolved: (i) To note the report.

(ii) That the following statement from the Housing Advisory Board be made to Cabinet Member for Housing:

“That the Housing Advisory Board welcomes and supports the HRA Budget Proposals. We particularly endorse the Budget Bids, which represent an improved service for tenants and leaseholders.

Board Members also recognise the current financial pressures and thanks officers for putting together a balanced budget.”

(iii) That officers be thanked for the report.

26/6/HAB Tenant and Leaseholder Involvement Strategy 2026-2028

The Resident Engagement Manager, submitted a report on the Tenant and Leaseholder Involvement Strategy 2026-28 for those who lived in properties owned and managed by Cambridge City Council. The strategy responded to regulatory change, updated local priorities and resident feedback.

Members were informed that the strategy would be supported by the Annual Action Plan and that the proposed objectives: Embedded Resident Involvement Across Housing Services, Ensure Resident Involvement is Accessible and Inclusive, Enable an Empowered Resident Voice through involvement, and Listen, Learn and Improve, aligned with the previous strategy.

Members commented that in regard to the design and accessibility of the document, this should be supplied in large print, double line spacing and any use of acronyms should have their full title shown on the first time they are used in a document.

In response to a question on the 30 responses via Open Door for the strategy, except for one phone call, no other responses had been received and that the use of community event would be made going forward.

Resolved: (i) That the Report be noted.

(ii) That the Housing Advisory Board notes the strategy will be supported by an annual action plan, to be developed with the Board after the strategy is adopted.

(iii) That progress be reported annually to the Housing Advisory Board.

26/7/HAB Housing Improvement Plan Update

The Assistant Director for Housing and Health, presented the item on the Housing Improvement Plan.

Members were informed that the Improvement Plan brought together actions identified through the service's self-assessment, external reviews, and the Regulator's inspection findings. These activities fell into three categories:

- Task – a one-off piece of work that could be delivered within current resource levels.
- Process review – a planned piece of work requiring input from both service representatives and supporting teams to evaluate current workflows and deliver efficiencies.
- Project – a piece of work that required input from several services to deliver a specific goal.

Members were informed that a number of key foundational actions had already been delivered, strengthening compliance, governance, reporting, and tenant involvement. Completed activities included:

- Further developing the Housing Advisory Board to strengthen tenant representation at a strategic level (May 2025)
- Agreeing a timetable for sharing key housing, health and safety, and compliance performance with stakeholders (Jun 2025)
- Strengthening oversight of strategy, risk and performance through work with the Cabinet Lead for Housing, Cabinet and Scrutiny (Jul 2025)
- Allocating the Cabinet Member for Housing as the responsible Member for complaints (Aug 2025)
- Completing an audit of the complaints 'Casetracker' system to ensure robust reporting to the Regulator (Sep 2025)
- Establishing a dedicated project team to review and update housing webpages content (Oct 2025)
- Securing Cabinet approval for delivering a five-year cyclical stock condition survey programme (Oct 2025)
- Reviewing damp, condensation and mould processes in preparation for Awaab's Law (Oct 2025)
- Establishing an interim reporting solution for damp, condensation and mould cases, in line with Regulator requirements and Awaab's Law (Oct 2025)

- Developing enhanced reporting mechanisms for fire-safety remedial actions (Nov 2025)

Resolved: To note the report.

26/8/HAB Lift report for Housing Advisory Board

The Asset Manager for Planned Works, presented the item on the lifts and lifting equipment in the Council's own housing stock, and provided reassurance that lifts and equipment were well-maintained and compliant.

Members were informed that the Council currently had a range of lifts and other lifting equipment in the housing asset portfolio. These included: 69 Passenger & platform lifts, 9 through floor lifts, 34 Hoists, 91 Stairlifts and other specialist baths/liftin equipment.

In regard to maintenance and servicing arrangements, lifts and lifting equipment on housing estates were subject to regular servicing and inspection. Contractual arrangements were in place so that lifts had planned servicing and maintenance carried out on a regular basis.

The Asset Manager for Planned Works advised that TSG Building Services sub-contracted lift servicing and maintenance to specialist sub-contractors. Most lifts were serviced by Direct Lift Company. From January 2026 all lifts installed in recent new building housing schemes will be serviced and maintained by Orona Lifts. Most of the Council's new building housing schemes were fitted with Orona lifts.

Members were informed that for compliance, lifting equipment must comply with the Lifting Operations and Lifting Equipment Regulations 1988 (LOLER). These required that lifts were subject to "thorough examinations" carried out by specialist contractors. This happened alongside regular servicing contracts.

The Council contracts "thorough examinations" to a company called HSB and these were procured via the Council's insurance team.

In the past 12 months, TSG Building Services had responded to 144 callouts for lift breakdowns. In addition, there had been five emergency call outs relating to people trapped in lifts.

Councillor Robertson (Co-Chair) commented that the Board wanted to see a list of breakdowns on the Ironworks Estate as the supply of replacement parts had become an increasing issue. He added that details such as how many days a lift was out of action would be useful.

The Asset Manager for Planned Works replied that currently such details for individual lifts had not been collate but it was possible. Inregard to the supply of replacement parts, lots were manufactured in Europe and could take time to source. He added that TSG had changed supplier to Orona, who it was hoped had a stock of service/replacement parts.

The Assistant Director for Housing and Health commented that detailed information on lift breakdowns, the average time for repair, supply issues and iron works would need to be requested and submitted to the Housing Advisory Board in the new Municipal Year.

Resolved: (i) To note the report.

(ii) That a report with detailed information on lift breakdowns, the average time for repair, supply issues and Ironworks would need to be requested and submitted to the Housing Advisory Board in the new Municipal Year.

26/9/HAB Forward Plan & Scrutiny Work Programmes

The Board had before them the Forward Plan and the work programmes for both the Performance, Assets & Strategy and Services, Climate & Communities Overview & Scrutiny Committees.

The Chair thanked the Democratic Services Officer for providing hard copies of the Forward Plan and both Scrutiny Committee Work Programmes.

The Democratic Services Officer, suggested that going forward, the Board should have its own work programme that outlined future reports and meeting dates to enable the Board to plan its work.

Resolved: (i) That the report be noted.

(ii) That the Forward Plan and the work programmes for both the Performance, Assets & Strategy and Services, Climate & Communities Overview & Scrutiny Committees be submitted to future meetings of the Housing Advisory Board.

(iii) That the Democratic Services Officer submit the Housing Advisory Board Work Programme to all meetings going forward.

(iv) That the following items be added to the Housing Advisory Board Work Programme:

- Terms of Reference – Next meeting
- New Builds - Future meeting
- Tenant and Leaseholder Involvement Strategy 2026-28 Annual Report – Future Meeting
- Lift breakdowns, the average time for repair, supply issues and iron works – Future meeting
- Risk Based Report - Future meeting
- Comparison Report on how Cambridge City Council compared with other Local Authorities on the disrepair of its properties – Future meeting
- Parking Strategy

Thanks to Councillor Robertson

Following the announcement that Councillor Robertson would be stepping down at the elections in May, the Housing Advisory Board expressed its sincere thanks for his many years of dedication to the residents of Cambridge, and for all of his hard work as the Co-Chair of the Housing Advisory Board since its creation.

The meeting ended at Time Not Specified

CHAIR



Cambridge City Council

Housing Advisory Board Paper

Housing Advisory Board Terms of Reference

Responsible Officer	Emily Downey
Contact Details	Tel: MS Teams Email: Emily.downey@cambridge.gov.uk
Purpose of Paper	Seeking approval for the proposed Housing Advisory Board Terms of Reference
Recommendation(s)	To approve the proposed Housing Advisory Board Terms of Reference
Brief Summary	<p>The Housing Advisory Board (HAB) was created in May 2025 as an outcome of the council’s governance review.</p> <p>The HAB requires a Terms of Reference to provide structure, purpose, and clarity for the Board. Acting as the foundation document that defines their roles, responsibilities and operational framework.</p> <p>The template for this Terms of Reference was shared by South Cambridgeshire District Council’s Housing Board, adjustments were then made by Cambridge City Councils Democratic Services team, to ensure it was applicable to the HAB. Since July 2025 HAB Members have had various discussions and input into the creation of this document. Members of the Housing Advisory Board also met on 18th March to discuss the Board and make recommendations; these have been incorporated into the final document.</p> <p>This report seeks HAB approval for the proposed Housing Advisory Board Terms of Reference.</p>
Is the paper going to Cabinet or either Scrutiny Committee’s?	No
Appendices	Housing Advisory Board Terms of Reference

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Terms of Reference

Housing Advisory Board

The Housing Advisory Board (HAB) is a body of Tenant and Leaseholder representatives and Councillors which supports the Cabinet's decision-making process and performance. It is separate and distinct from the Overview and Scrutiny Committees which are responsible for the council's scrutiny functions and lead members. As an advisory group, it can provide non-binding advice, recommendations, and critical feedback to support Cabinet Members and decision-makers, helping to inform policy development and improve decision-making while remaining distinct from formal scrutiny or executive functions.

1 Purpose

- 1.1 To provide advice and recommendations to decision-maker(s) regarding housing policies and initiatives, addressing community needs.
- 1.2 To review housing strategies and policies delegated to the Lead Member for Housing.
- 1.3 To serve as the main discussion forum between Cambridge City Council, its tenants and its leaseholders for all matters relating to the social landlord function (for example, effectiveness of current housing services, management and maintenance of stock, etc).
- 1.4 To advise and be consulted on issues that affect these responsibilities. Feedback and proposals from the HAB will be considered as part of the decision-making processes in line with the Council's Constitution, including by the Cabinet, individual Cabinet Members or Officers.
- 1.5 To monitor and consider community engagement and communication activity, both as part of the Housing Development Agency programmes as well as wider initiatives, for activity that most impacts tenants and leaseholders.

2 Objectives

- 2.1 The objectives of the HAB in relation to the interests of the Council's housing tenants and leaseholders, are to advise and make recommendations for the improvement of Cambridge City Council (CCC) housing services on behalf of all service users and tenants, including:
 - Playing a proactive role in ensuring tenant and leaseholder experience is at the forefront of decisions that impact them.
 - Acting as a critical friend, recommending improvements and ensuring the Council delivers high standard social housing services

- Ensuring the housing service is fair, equitable and tenant and leaseholder friendly
- Representing tenant and leaseholder priorities, and ensuring their views are an integral part of the decision process
- Ensuring the Council's housing service offers value for money, meets government regulatory standards and reflects the Council's business plan objectives

3 Membership

3.1 The Housing Advisory Board will consist of:

- the Cabinet Lead Member for Housing (or a nominated substitute in their absence)
- six politically proportionate Councillors
- the Assistant Director for Housing and Health (a non-voting member) (or a nominated substitute in their absence)
- six elected Tenant and Leaseholder Representatives (a maximum of one of which is to be a leaseholder)

3.2 Where appropriate, the Board may appoint up to 2 Independent Members to serve a maximum of 1 year per term and only serving 2 consecutive terms. These independent members would be non-voting on any recommendations provided by the Housing Board.

3.3 Tenant and Leaseholder Representatives to the HAB will be elected every 4 years by city council tenants and leaseholders through a citywide ballot conducted by an independent organization, to ensure fairness and transparency.

3.4 Tenant and Leaseholder Representatives will be tenants or leaseholders of Cambridge City Council. Tenants in breach of their tenancy conditions and leaseholders in breach of their leasehold agreement will not be eligible to be or remain as a Board Member.

3.5 Tenant and Leaseholder Representatives terms of service will reflect the wider Tenant and Leasehold Engagement Strategy (refreshed in late 2025).

3.6 The Democratic Services team will provide secretariat support for the HAB.

3.7 The Lead Cabinet Member for Housing and Assistant Director for Housing and Health will be permanent members of the Housing Board.

- 3.8 If a Tenant or Leaseholder Representative leaves before the end of term, a new replacement will be co-opted until the end of the term. The Resident Engagement Team will advertise the Board opening and accept applications for suitable replacements. Tenant and Leaseholder Representatives will select replacements via a panel interview procedure. Once replacements have been selected, HAB will formally co-opt the new Members.
- 3.9 HAB members, except for the Assistant Director for Housing and the Lead Member for Housing, who fail to attend two meetings and fail to provide any apologies will forfeit their membership of the Board.
- 3.10 HAB members agree to use digital communications including video conference and shared facilities which may include MS Teams or a central document library where necessary. Meetings will primarily be held face to face with the option of online, if necessary. Digital equipment may be provided for Tenant or Leaseholder Representatives, to avoid exclusion.
- 3.11 HAB members agree to make available contact details with colleagues to facilitate work between meetings.
- 3.12 HAB members will attend training sessions where appropriate and where possible.
- 3.13 HAB members will read any material provided prior to attending the meeting
- 3.14 HAB members will be compliant with Cambridge City Council equality and GDPR policies.
- 3.15 All HAB members agree to abide by the Council's code of conduct and the Tenant and Leaseholder Code of Conduct.
- 3.16 The HAB will plan their annual work programme and may consider requests from Elected Representatives, Cabinet, Council, Overview and Scrutiny Committees or individual Councillors to investigate specific issues.

4 Quorum

*Note: a **quorum** refers to the minimum number of members required to be present at a meeting for it to be considered valid. This ensures that there is sufficient representation to conduct business effectively and that recommendations are not made by an unrepresentative minority.*

- 4.1 A meeting will only go ahead if at least half of the Tenant and Leaseholder representatives and half of all Councillors are present, as well as either the Lead Councillor for Housing or the Assistant Director of Housing. Independent members do not form part of the quorum. E.g. if there are 12 members in total, at least 3 Tenant and Leaseholder Representatives and 3 other members must attend, including either a Councillor or the AD of Housing. If there aren't enough people for a quorum, the meeting should be recorded as inquorate and any decisions made will need to be approved at the next meeting with a quorum.

5 Chairing Meetings

- 5.1 Two chairs shall be elected, one by the Councillor HAB members and another by the Tenants and Leaseholders' Representatives. They will then take it in turns to chair the meetings.
- 5.2 Each Chair will deputise for the other in their absence.
- 5.3 Co-chairs will be chosen by their two relevant groups (Elected tenant and leaseholder representatives and Councillors) on an annual basis. This will give all Members an opportunity to take on the role.
- 5.4 The Chairs will liaise with officers and relevant others as necessary to plan for forthcoming meetings. Any HAB member can request to add items to the agenda. These should be submitted at least 4 weeks before the meeting.

6 Frequency of HAB Meetings

- 6.4 The HAB will meet quarterly with a minimum of four quarterly meetings per year.
- 6.5 To meet the demands of projects and reviews, the frequency of meetings may be increased.
- 6.6 Board members are expected to attend every meeting; however, they must attend a minimum of three Board meetings per annum unless there are extenuating circumstances that have been agreed to by the Board.
- 6.7 The HAB may establish Working Groups to lead on specific activities, where there are council resources available to support such activities.
- 6.8 Working Groups could be internal tenant groups or external groups
- 6.9 Working Groups must report to the HAB at an agreed frequency

7 HAB Support

- 7.4 Administrative support for the HAB will be provided by the Democratic Services team, who will publish agendas and papers and take minutes.
- 7.5 Minutes of the HAB meetings will be made available within four weeks of the meeting.
- 7.6 All new members will be provided with a handbook of key documents and undertake an induction programme and training.
- 7.7 Training requirements will be assessed, and a training programme will be developed, delivered, and regularly reviewed.
- 7.8 Tenant and Leaseholder Representatives will be eligible to claim an allowance twice a year at six-month intervals. Details about the allowances, how they are equated and claimed are held by the Resident Engagement team.

8 Access to Information

- 8.4 The HAB will be provided with supporting documents a minimum of one week prior to each meeting.
- 8.5 Agendas will be published on the Council website a minimum of 5 working days before the meeting.
- 8.6 Minutes will be published on the Council website 4 weeks after a meeting takes place.
- 8.7 HAB can request additional data, reports and information to carry out their activities. Where appropriate information is not readily available, the HAB may request information reports (appropriate in scale and content subject to available resources) and / or invite officers or managers to meet with the HAB to provide additional information or insight.
- 8.8 All requests for information and evidence must be made via the Democratic Services team.
- 8.9 The HAB is a public meeting and will endeavour to ensure meetings are as accessible as possible.

9 Accountability

- 9.4 The HAB meetings will be publicised on the Cambridge City Council website.
- 9.5 Minutes, agendas and meeting papers will be made available to the public on the Cambridge City Council website
- 9.6 Tenants and leaseholders will be able to ask questions to their Tenant and Leaseholder Representatives via email at resident-involvement@cambridge.gov.uk or non-digital communication.

10 10. Working Groups

- 10.1 HAB can establish working groups to examine a time restricted specific purpose.
- 10.2 HAB may appoint not more than 2 Working Groups in any civic year.
- 10.3 Working Groups will be given a clear remit, be time limited and task focused and will report back to the HAB.
- 10.4 Working Groups set up by HAB, will carry out detailed work in relation to specific topics or issues. The HAB will decide which Working Groups are set up and what their terms of reference will be. These will include deciding the membership of the group and the proposed dates for reporting to the HAB.
- 10.5 Working Groups are informal bodies and will have no decision-making powers and will report to the HAB.

- 10.6 Working Groups will keep the HAB informed of their progress. They will

produce a report for consideration by the relevant HAB at the end of the review.

11 Reviewing the Terms of Reference

- 11.1 These Terms of Reference were approved by Cllr Gerri Bird, Cabinet Member for Housing, and Samantha Shimmon Assistant Director for Housing, and ratified at a meeting of the HAB held on 15th June 2026.
- 11.2 The Board will review the terms of reference regularly to ensure they reflect the duties and responsibilities of the Board.

Next Review: July 2027

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Cambridge City Council

Housing Advisory Board Paper

Housing Advisory Board Working Group – New Build Repairs and Maintenance After the Defects Period

Responsible Officer	Kate Grigg
Contact Details	Kate.grigg@cambridge.gov.uk
Purpose of Paper	A short paper to outline the new Working Group to be established on the topic of council new-build repairs and maintenance after the defects period, and to confirm membership of this Working Group.
Brief Summary	<p>At the previous meeting of the Housing Advisory Board (HAB) on the 2nd February 2026 it was proposed by the Resident Representatives to form a Working Group focussed on issues arising for residents of new-builds.</p> <p>Working Groups may be established by the Housing Advisory Board for the purpose of conducting an in-depth review and producing recommendations on any service, policy or issue relating to the social landlord function (for example, effectiveness of specific housing services, management and maintenance of stock, etc).</p>
Is the paper going to Cabinet or either Scrutiny Committee's?	No

Background

1. At the previous meeting of the Housing Advisory Board (HAB) on the 2nd February 2026 it was proposed by the Resident Representatives to form a Working Group focussed on issues arising for residents of new-builds.
2. Working Groups may be established by the Housing Advisory Board for the purpose of conducting an in-depth review and producing recommendations on any service, policy or issue relating to the social landlord function (for example, effectiveness of specific housing services, management and maintenance of stock, etc).
3. An initial meeting to scope out the focus of the Working Group took place with the Resident Representatives on the 5th May 2026. It was decided by those present that

the focus of the working group should explore repairs and maintenance after the defects period in new-build developments.

4. The building contractor is responsible for fixing any faulty construction or workmanship for the first 12 months after the property is completed.
5. At the end of this period, the Council arranges to inspect homes with the building contractor. All faults that were reported previously or found during the inspection will form the final list of defects that the contractor must fix.
6. Many newly built council homes have been built through the Cambridge Investment Partnership – the partnership with housebuilder Hill. In these homes, the Council and Hill will be responsible for fixing any faults. If a different developer built a home, they will be responsible.

Aim

7. The working group will explore the topic of repairs and maintenance in new-build developments beyond the defects period.
8. It is intended that the Working Group will be:
 - A member-led piece of work - with officer support, to investigate a topic in detail, before reporting back to the HAB with recommendations.
 - Time limited – to suggest solutions in a timely manner, with allocated tasks, progress checks and deadlines
 - Flexible – with a mixture of formal and informal meetings, site visits, desktop research, engagement with residents etc.
 - Focussed on solutions – the aim is to take evidence from a wide range of sources and good practice to develop practical recommendations that are evidence based and that will have a positive impact on the lives of residents.
 - Focussed on residents – the issue will be clearly defined, and solutions suggested, on the basis of understanding residents' experience.

Membership

9. When setting up a Working Group, the Housing Advisory Board will decide on the number of members it will comprise and will seek volunteers from within the Board's membership to join the group.
10. The Board may also decide to open up membership of a Working Group to other councillors, or co-opt members to the group from relevant partners, organisations, community groups or from the wider resident base.
11. Members of the Group shall be permitted to send a substitute HAB member to

meetings of the Group. Cabinet Members and other non-HAB members may be invited to meetings.

12. In carrying out their responsibilities the Working Group members will:

- Work with officers involved to produce a Scoping Document for the review
- Attend meetings of the Working Group
- Gather a range of evidence on issues related to the specific review subject
- Attend site visits and related meetings and to undertake research, as necessary to obtain further understanding and information to support the review
- Work in partnership with fellow Working Group Members and any other relevant members, officers, partners or community groups, respecting one another's unique perspectives and contribution.
- Make recommendations and work with officers in producing the final report

Reporting

13. Once the evidence has been gathered, the Working Group will produce a report to be submitted to the Housing Advisory Board outlining details of the review process, evidence gathered, findings and any subsequent recommendations.

14. The Housing Advisory Board can then refer the report to Cabinet or the relevant committees/partners and ask them to consider and respond to the recommendations arising from the review.

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Cambridge City Council

Housing Advisory Board Paper

Housing Improvement Plan – June update

Responsible Officer	Samantha Shimmon Author: Catherine Buckle
Contact Details	Tel: 01223 457261 Email: catherine.buckle@cambridge.gov.uk
Purpose of Paper	To provide an update on progress with Housing Improvement Plan in light of
Brief Summary	The Housing Improvement Plan was put in place prior to and following Regulatory Inspection. It is currently being reviewed against the priorities outlined in the MRI Improvement Programme and LGR requirements.
Is the paper going to Cabinet or either Scrutiny Committee's?	N/A
Appendices	Housing Improvement Plan – June Update

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Housing Improvement Programme (HIP) Update

Page 29

Housing Advisory Board

June 2026

One Cambridge, fair for all

Purpose and Overview

1. Provide an overall progress update on the Housing Improvement Programme (HIP)
2. Provide an update on HIP Leadership
3. Propose next steps and identify priority items

Background and Context

- The Housing Improvement Programme (HIP) sets out a comprehensive programme of work to strengthen housing services in Cambridge.
- The HIP was developed following inspection findings and an internal review of council policies, procedures, and systems.

To achieve this goal, the HIP focuses on four key areas:



Regulatory Compliance

Achieving full compliance with the council's regulatory responsibilities



Data Management

Strengthening the council's ability to manage and use data



Service Quality

Improving the quality of housing services for tenants and leaseholders



Working with Tenants and Leaseholders

Working with tenants and leaseholders to identify areas for improvement and measure satisfaction

Progress Overview by the Numbers

- Overall, most actions in the HIP remain **on track**, with a growing number **requiring further action** as work continues.
- **Dependencies** with data systems, council applications, and external contractors have been identified.

Page 32

4

Areas completed or showing strong progress related to compliance and governance

3

Areas showing significant progress related to engagement and satisfaction for tenants and

3

Projects completed or nearing completion related to Compliance and Health & Safety

2

Areas showing progress related to performance data and transparency

2

New actions added to support different workstreams

4

Projects with significant dependencies across systems

4

Areas requiring attention related to Anti-Social Behaviour, Hate Crimes, Domestic Abuse, and Tenancy Oversight

4

Areas requiring additional work related to data and systems complexity

10+

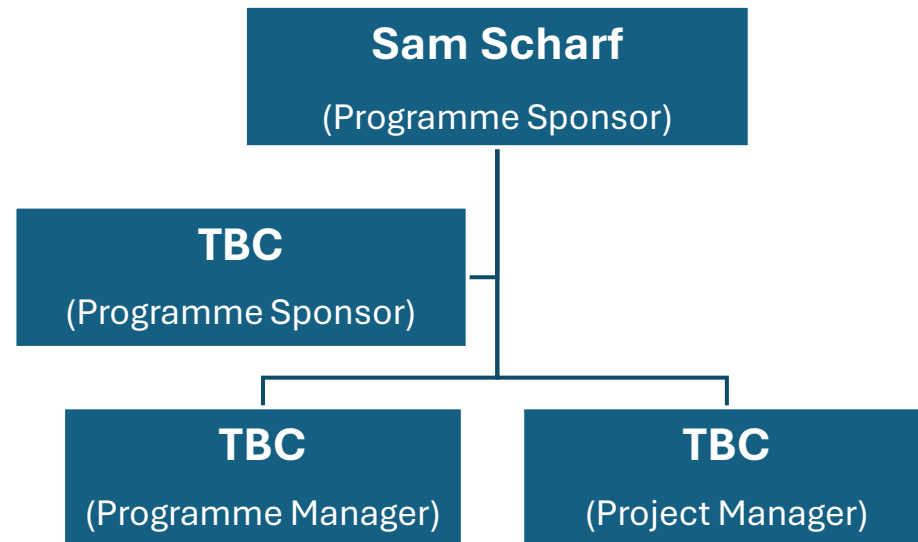
Policies and procedures across multiple areas requiring review and updates

Update: MRI Programme Review

- The council is completing a large-scale IT systems review, alongside the HIP.
- The MRI System—also known as Orchard or Housing Enterprise—holds all council housing information related to asset management, repairs and tenancies.
- By reviewing the MRI Programme alongside the HIP, the service can establish where systems need to be updated or improved to deliver the HIP priorities.

Update: Programme Leadership

- Sam Scharf has been confirmed as the Programme Sponsor for HIP
- Sam is the Director of the council's Communities Group.
- Sponsorship will bring together Housing Improvements, which include utilisation and optimisation of systems as well as any wider changes.
- Leadership across much of this programme will begin to be delivered jointly with South Cambridgeshire District Council, due to much of the change impacting our future Unitary position.



Next Steps

- Meeting planning and delivery with internal partners
- Update plan based on feedback from meetings and findings from the MRI programme review

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Cambridge City Council

Housing Advisory Board Paper

Housing Performance Report – Year End 2025-26

Responsible Officer	Samantha Shimmon / Sean Cleary Author: Catherine Buckle
Contact Details	Tel: 01223 457261 Email: catherine.buckle@cambridge.gov.uk
Purpose of Paper	To provide the year end report of performance in housing, relating to operational efficiency, health & safety and tenant satisfaction.
Brief Summary	The Housing Service keeps an oversight of several operational, management and stress indicators, incorporating benchmarking data where relevant and indicators reported to the Regulator of Social Housing.
Is the paper going to Cabinet or either Scrutiny Committee's?	N/A
Appendices	Housing Performance Report - Year End 2025/26

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HOUSING PERFORMANCE REPORT

2025-26 Year End

Sam Scharf – Communities Director

Table of Contents

Introduction	2
Tenant Satisfaction Measures 2025/26 (<i>draft</i>)	3
Performance Measures	3
Perception Measures	4
Operational efficiencies	5
Health & Safety in council homes	7
Compliance as at 31/03/2026	7
Damp, Condensation & mould - Awaab's Law	8
Disrepair Claims Progress	10
The Tenant's Voice	12
Engagement with tenants	13
Appendices	14
Appendix A – Compliance Report – April 2026	14

Introduction

This report gives an update on how Cambridge's Housing Service performed in 2025-26.

The report includes the 2025/26 headline data we are submitting to Government (currently in draft form as it has yet to be audited), for our Tenant Satisfaction Measures; a combination of management information and tenant perception results from the 2025/26 survey. A more detailed report will be presented to HAB in September, including any actions proposed in response to these results.

Progress is reported every three months at Housing Leadership Board to make sure homes are safe, services are running smoothly, and residents are getting the support they need.

In December 2025, the Council introduced a new tool called the **Performance Management Framework (PMF)**. Considered a 'big-picture dashboard', the PMF helps the council:

- Connect the long-term vision to what happens day-to-day
- Keep improving services
- Be open and accountable
- Make decisions based on facts, not guesswork

The PMF gives councillors a high-level view at Cabinet, but this report dives deeper. It shows the details behind the numbers so the Housing Advisory Board can see what's working well and where we need to improve.

We look at three main areas:

- **Efficiency** – how well we manage things like rent collection and repairs
- **Safety** – making sure homes meet all legal standards
- **Resident feedback** – what tenants are telling us about their experience

Cambridge also submits data and compares its performance with similar councils through Housemark; a national benchmarking group. This helps us set realistic targets and learn from others who are doing better or saving money.

Our targets are based on past performance, comparisons with other councils, and the resources we need to keep improving.

Tenant Satisfaction Measures 2025/26 (draft)

Performance Measures

TSM	Description	2025/26 (draft)	2024/25
BS01	Proportion of homes for which all required gas safety checks have been carried out	100.0%	100.0%
BS02	Proportion of homes for which all required fire risk assessments have been carried out	100.0%	86.1%
BS03	Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%	99.2%
BS04	Proportion of homes for which all required legionella risk assessments have been carried out	100.0%	100.0%
BS05	Proportion of homes for which all required communal passenger lift safety checks have been carried out	100.0%	94.2%
NM01 (1)	Number of anti-social behaviour cases opened per 1,000 homes	44.0	44.2
NM01 (2)	Number of anti-social behaviour cases that involve hate incidents opened per 1,000 homes	0.8	1.6
RP01	Proportion of homes that do not meet the Decent Homes Standard	0.3%	0.5%
RP02 (1)	Proportion of non-emergency responsive repairs completed within the landlord's target timescale	94.3%	92.4%
RP02 (2)	Proportion of emergency responsive repairs completed within the landlord's target timescale	92.7%	94.8%
CH01 (1)	Number of stage one complaints received per 1,000 homes	26.3	36.8
CH01 (2)	Number of stage two complaints received per 1,000 homes	4.4	5.2
CH02 (1)	Proportion of stage one complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	72.4%	82.2%
CH02 (2)	Proportion of stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales	64.7%	60.0%

Perception Measures

TSM	Description	2025/26	2024/25
TP01	Proportion of respondents who report that they are satisfied with the overall service from their landlord	69%	73%
TP02	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the overall repairs service	79%	78%
TP03	Proportion of respondents who have received a repair in the last 12 months who report that they are satisfied with the time taken to complete their most recent repair	72%	76%
TP04	Proportion of respondents who report that they are satisfied that their home is well maintained	69%	71%
TP05	Proportion of respondents who report that they are satisfied that their home is safe	73%	73%
TP06	Proportion of respondents who report that they are satisfied that their landlord listens to tenant views and acts upon them	55%	56%
TP07	Proportion of respondents who report that they are satisfied that their landlord keeps them informed about things that matter to them	64%	64%
TP08	Proportion of respondents who report that they agree their landlord treats them fairly and with respect	70%	70%
TP09	Proportion of respondents who report making a complaint in the last 12 months who are satisfied with their landlord's approach to complaints handling	27%	28%
TP10	Proportion of respondents with communal areas who report that they are satisfied that their landlord keeps communal areas clean and well maintained	64%	64%
TP11	Proportion of respondents who report that they are satisfied that their landlord makes a positive contribution to the neighbourhood	56%	57%
TP12	Proportion of respondents who report that they are satisfied with their landlord's approach to handling anti-social behaviour	49%	50%

Operational efficiencies

Ref	Description	Target	Qtr. 1	Qtr. 2	Qtr. 3	Year End	Current bench mark Quartile
I1	Rent collected from current and former tenants, as a % of the annual rent due (excluding arrears bought forward)	100.00	104.76	101.69	100.46	99.38	Q3
I2	Current tenant arrears as a % of the annual rent due	3.50	3.64	3.82	4.19	3.94	Q4
I3	Former tenant arrears as a % of the annual rent due	2.00	2.99	3.34	3.66	3.77	Q4
I4	Void loss as a % of rent due	N/A	4.16	4.21	2.93	3.07	Q4
I5	Leasehold service charge arrears (no payment plan in place)	<£50,000	£62,071	£48,581	£160,559	£73,147	NA
HH 1	Tenancy audits completed (% of overall stock)	10	1.62	2.2	2.3	3.1	NA

Manager's commentary:

I2 & I3 – Recovery activity has been reduced while the service focuses on resolving rent regulation issues. Although the team continues to engage with tenants who are in arrears, these indicators are expected to remain elevated until full enforcement activity resumes. New technology due to be introduced in 2026/27 will support earlier intervention and more proactive case management, enabling the team to focus capacity on tenants who need the most support.

I4 – This shows the total rent and service charge loss resulting from void properties. At year end, this amounted to £1.75 million. This includes properties set aside for redevelopment, bulk handovers of new-build properties awaiting letting, and homes undergoing energy-efficiency works. A new voids process was introduced in Quarter 1 of 2026/27 to help reduce these losses.

I5 – Actual charges were raised in October and totalled more than £1 million in 2025/26. Rising major works costs have resulted in some individual leaseholder charges being between £7,000 and £10,000. During the final quarter, progress was made in recovering outstanding balances from those not on payment plans, or agreeing payment plans where appropriate.

HH1 – Due to a significant increase in workload within the Tenancy Management Team during 2025/26, much of it increasingly complex, together with unplanned resource shortages, the number of tenancy audits completed was significantly reduced and the 10% target could not be achieved this year. Despite this, the team provided advice and support to 188 households during and following tenancy audits in 2025/26.

Housing Services performance report to Housing Advisory Board

Ref	Description	Target	Qtr. 1	Qtr. 2	Qtr. 3	Year End	Current benchmark Quartile
V1	Average re-let time in days (key-to-key)	35	43.4	46.9	47.5	56.2	Q3
V2	Average time in days to repair a void	20	33.4	31.6	30.6	37.7	Q3

Manager's commentary:

V1 – This indicator includes both the time taken to complete void repairs and the time taken to let the property. The repair element is covered below. Once keys were returned by the void repairs team, it took an average of 16 days to house a general needs tenant. The Lettings Team continues to review its processes to improve performance, reduce rent loss and shorten void times by advertising properties as early as possible with accurate information, shortlisting eligible applicants promptly and arranging viewings during void works where it is safe to do so.

For sheltered voids, the average repair time was 33.5 days and the average letting time was 21 days in 2025/26. Throughout the year, the Housing Support Team trialled improvements to the process for assessing sheltered applicants, including pre-assessments of applicants in Band A, who are more likely to be at the top of the shortlist. The team also experienced capacity pressures for much of the year due to sickness absence and a vacancy, both of which have now been resolved. Data showing the time between receipt of the shortlist and the offer being made indicates that these measures are having a positive effect. Going forward, the team will join the weekly lettings meeting to improve communication across services and help unblock issues affecting individual voids.

Repairs, Lettings and Housing Support teams are now working to the new voids' procedure introduced in May 2026, which sets out revised ways of working and agreed timescales.

V2 – The voids review and new processes now in place have been implemented to improve the voids performance going into next year.

Ref	Description	Target	Qtr. 1	Qtr. 2	Qtr. 3	Year End	Current benchmark Quartile
R1	Appointments kept as a % of appointments made	90	95.8	95.8	95.6	95.7	Q3
R2	% of repairs completed at first visit	85	76	75.6	77.2	78.4	N/A

Manager's commentary:

R1 – Work continues with the Work Planning Team and the Repairs Team Leaders to improve performance closer to 100%.

R2 – Although an improvement has been made in this quarter the Repair Team Leaders continue to meet with the Customer Service Centre and Work Planning Team to review repairs that could not be completed on a first-visit basis. These meetings continue to help identify the reasons for incomplete first-time fixes and have supported the improvement seen in the year end performance figures.

Health & Safety in council homes

Reporting and publishing data on our performance against the building safety Tenant Satisfaction Measures (management data) is a mandatory requirement under the new Social Housing (Regulation) Act 2023. Where the data relates to properties within a block, each flat still in council ownership must be counted. This also includes those units managed by a third party, as the council as the landowner retains overall responsibility for health & safety.

Awaab's Law, which came into force on 31st October 2025, sets strict timescales for social landlords to investigate and address damp, condensation and mould (DCM) hazards in their properties.

Compliance as at 31/03/2026

Results have been provided in the *Tenant Satisfaction Measures – Performance measures* section in this report. The only area of compliance not currently reported to the Regulator via the TSM return is electrical safety; **% homes (domestic properties) with a satisfactory Electrical Installation Condition Report (EICR) up to five years old** – the result at year end for this measure was 97.8%.

The number of affected units change quarterly as properties are sold/demolished/added to stock.

The data includes properties run under the Management Companies.

Manager's commentary:

Since introducing Safety Culture, a digital system that helps manage inspections, risks and compliance activity, the Council has been able to monitor performance more effectively and respond more quickly when action is needed.

This has improved visibility of compliance information, increased flexibility in how the service manages its responsibilities, and strengthened the Council's ability to meet legal requirements across its housing stock.

As the system continues to be rolled out, it is expected to support better outcomes for residents by making services more efficient and easier to access. Over time, residents will be able to view key documents, see updated certification information and manage appointments more easily, which should help reduce missed visits, improve performance and support a more consistent compliance service.

The full report to Compliance Board in May can be found at Appendix A.

Description	Target	At end May 26	% installed	Notes
Smoke Alarms in place	7459	7124	95.5	<i>Properties due for redevelopment have been removed from the denominator</i>
CO Alarms in place	6850	6320	92.2	
Heat Detectors in place	7459	6681	89.5	
All Electric Properties (no gas)	N/A	710	N/A	

Manager's commentary:

The new system is now tracking and reporting data in real time. This has improved visibility and accountability, giving the Council a clearer and more reliable understanding of its current position.

Damp, Condensation & mould - Awaab's Law

Awaab's Law came into force for social landlords in England on 27th October 2025 and introduced fixed legal timescales for responding to emergency hazards and damp and mould hazards that present a significant risk of harm. This means the service must now be able to evidence compliance from first report through to investigation, communication, interim safety action and full resolution. The scope of Awaab's Law is expected to expand further in 2026 and 2027, so reporting arrangements are being designed with that wider compliance framework in mind.

A damp and mould live case is where damp and/or mould has been recorded in line with policy and investigations into or actions to tackle the cause of damp and/or mould are ongoing and yet to be resolved.

Damp, Condensation & Mould cases update as at 31/03/2026

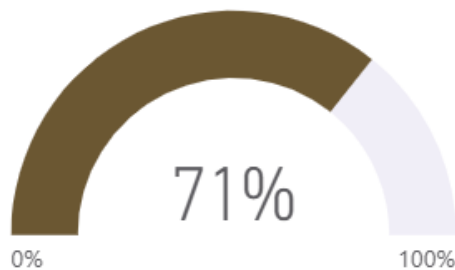
Ref	Description	As at Year End	As a % of stock	Benchmark position	Notes
O9a	Number of damp and mould 'live' cases	296	3.84	Q1	

Date reported

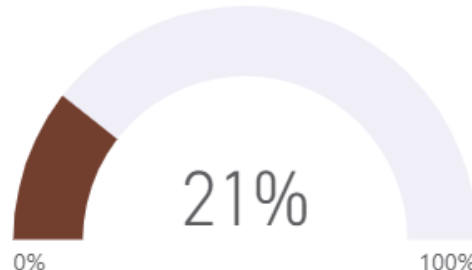
10/27/2025

3/31/2026

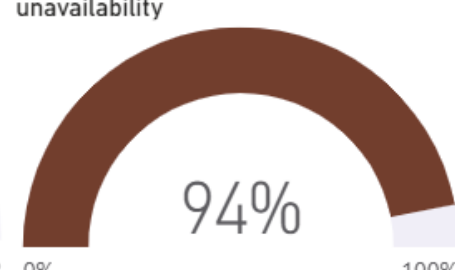
Triaged within 2 days



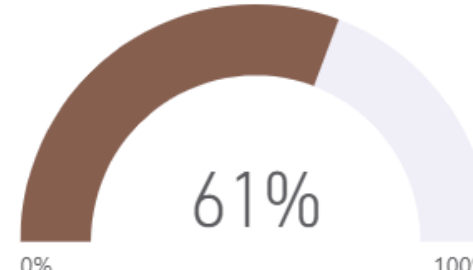
Emergency target met



Emergency target allowing for tenant unavailability

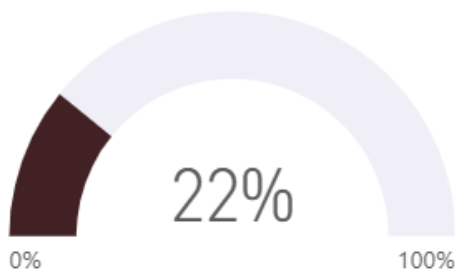


Survey 10 day target met

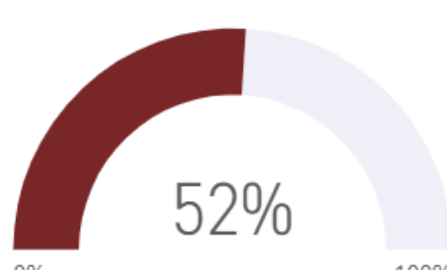


Page 48

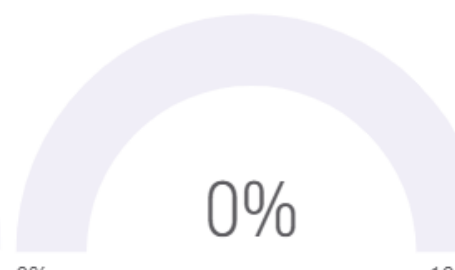
3 Day target met



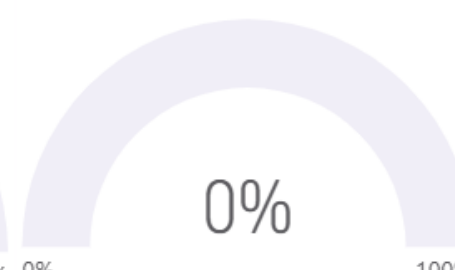
Follow on Date met - Complex 12 weeks



Follow on Date met - Urgent 5 days



Decanting target met



Note: These targets do not take into account anomalies to working days such as bank holidays

NB: Cases shown as “triaged within 2 days” include those assessed within the Council’s internal reporting window; under Awaab’s Law, emergency hazards must be investigated and made safe within 24 hours of the Council being made aware.

Manager's comments:

Whilst the service continues to prioritise compliance with the emergency response requirements under Awaab's Law, a proportion of cases are recorded as exceeding the 24-hour response timeframe due to tenant availability and access arrangements rather than contractor attendance capacity. This is particularly evident where tenants are unable to accommodate appointments within the statutory timeframe because of work, caring responsibilities, medical needs or other personal circumstances. Occasionally, additional support arrangements are also required, including the attendance of housing officers, social workers or support professionals to ensure visits can be undertaken safely and appropriately for vulnerable residents.

The implementation of Awaab's Law has also increased the number of internally generated referrals, where mould or damp concerns are identified proactively by Council staff or contractors during unrelated visits. In these circumstances, tenants may not be expecting contact from the service or may require additional explanation regarding the purpose of the visit and proposed treatment works. The service will continue to work flexibly with tenants to arrange appointments that meet their individual needs and circumstances, whilst balancing statutory compliance obligations. Improvement activity is ongoing with contractors and internal teams to strengthen communication processes, improve tenant awareness at the point of referral and support more effective appointment scheduling and access arrangements.

Disrepair Claims Progress

A housing disrepair claim is a legal claim brought by a tenant or on a tenant's behalf in respect of poor housing conditions at a home where the council is responsible for maintenance.

Ref	Description	As at Year End	Per 1000 properties	Benchmark position	Notes
O9b	Number of disrepair claims	40	5.19	Q2	See report below for details

Current Claims Breakdown (as of 1 Feb 2026)

Year	Total Live Claims	In Progress	Works being completed	Post-completion inspections
2022/23	2	0	1	1
2023/24	5	0	2	3
2024/25	4	0	3	1
2025/26	27	11	13	3
Total	38	11	19	8

To support improved delivery and reduce future claims liability, we have introduced monthly performance review meetings with our day-to-day (D2D) main contractors. These sessions provide

stronger oversight of responsive repair activity, ensuring greater transparency, early escalation of emerging risks, and consistent progress across the portfolio. Each meeting includes a full review of all open jobs, with focused attention on complex, high-risk, or long-running cases to ensure they remain visible and are resolved promptly.

The article published in April in Open Door magazine regarding disrepair claims focused on encouraging tenants to seek support through the Housing Ombudsman, rather than engaging with lengthy and potentially stressful no win-no fee disrepair solicitors.

Expenditure Breakdown

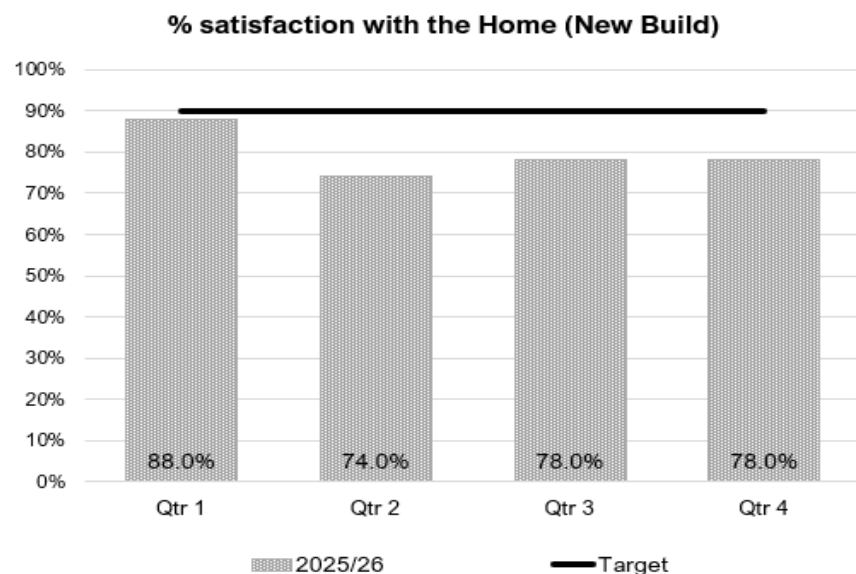
Financial Year	*Legal/Consultancy Costs	Compensation payments	Work given to external contractors
2022/23	£12,250	£41,500	
2023/24	£125,055	£36,526	
2024/25	£233,622	£49,756	£128,223
2025/26	£331,643	£31,294	£139,307

**This covers the other side solicitors' costs, counsel fees for drafting defences and bills of costs, and surveying expenses, all of which are largely outside of our control.*

The Tenant's Voice

Feedback from tenants helps shape services and provides the necessary challenge to make improvements. We have access to feedback for satisfaction with a new build home and the responsive repair service via the surveys below, which are completed at, or very close to, the time the service was received.

Page 51

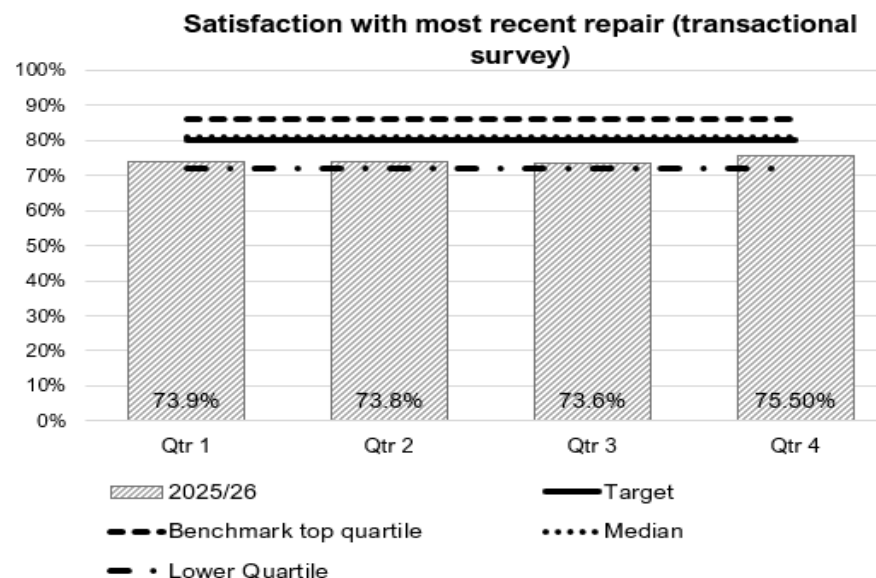


% satisfaction with the new home (transactional survey)

Qtr 1: Aragon and Sackville Close development feedback. Those satisfied fed back the generous room sizes, thermal insulation and landscaping around the properties. negative feedback reported install problems with some of the fittings and fixtures, and the smaller garden sizes.

Qtr 2: 46 responses - Positive feedback included cosy and safe home, generous size and welcoming spaces. Negative feedback includes snagging issues, the use of drugs (odours permeating flats), the cost of heating, problems with ASB around the bin stores and a poor quality intercom system. 3 developments were impacted by heating & hot water issues.

Qtr 3: result based on 95 surveys. Positive feedback praises the high living conditions and good location, negative feedback includes drug smells, lack of security for parcels and outstanding snagging issues. There were no further handovers in Qtr 4.



satisfaction with most recent repair (transactional survey)

Qtr 1: Results are based on 23 returned surveys in Qtr 1. Four surveys reported a 1 for satisfaction in May - 2 were due to the DLO not showing up. Follow up has been requested by the Works Planner. 16 surveys reported a 5 out of 5 service. The data used for benchmarking are authorities with a DLO.

Qtr 2: results based on 42 surveys. 5 surveys reported a 1 for satisfaction in Qtr 2; including wrong trade sent for the job and workman didn't attend appointment.

Qtr 3: results based on 72 surveys. Lower scoring survey feedback related to unfinished work (right first time) and missed appointments.

Year End: 78 surveys completed in the year. Low satisfaction relates to jobs not being completed, DLO not attending, poor communication about job, not having correct tools or materials for the job. The Team follow up on these surveys with the tenant.

Engagement with tenants


Since April 2026 resident engagement activity has had significant influence on several key areas:

- Estate Walkabouts: eight estate walkabouts have been organised for this Summer and Autumn across the city, so far two have taken place at Lichfield & Neville Road (April), and around the new-builds at Colville Road (May). This has enabled residents to raise issues with key housing staff in-person and discuss wider community problems.
- Recruitment for Tenant Representative Vacancies: the elected HAB representatives have helped produce the materials used for the communications campaign to recruit new tenant representatives to HAB. The posters and leaflets produced will be used on an ongoing basis to support volunteer recruitment for resident involvement activities.
- Tenant and Leaseholder Involvement Strategy: the elected HAB representatives have been developing an action plan to support the strategy and set out how the objectives will be measured and achieved. This is planned to be finalised by the end of June.
- Reasonable Adjustments Policy: this draft policy was issued to the armchair reviewer’s group in May for tenant and leaseholder feedback. This feedback will be used to inform the final version of the policy.
- New-Build Working Group: the elected HAB Reps have begun the process of creating a working group to focus on the issues experienced in new-build properties. The scope is currently being defined, and the progress of this working group will be reported back to HAB with final recommendations going to Cabinet.

Author:	Catherine Buckle Business Development Manager (Housing) Catherine.buckle@cambridge.gov.uk
Date:	31 st May 2026

Appendices

Appendix A – Compliance Report – April 2026



**CAMBRIDGE
CITY COUNCIL**

**Compliance Board Report Pack
May 2026**

Contents

Housing Dashboad	Page 2
Houing Actions Info	Page 3
Sheltered Dashboard	Page 4
Sheletered Actions	Page 5
Housing Briefing Note	Page 6

Michael Burch May-26



Compliance Dashboard

Compliance Reporting Area	Asset Count	Current Period May			Movement Trend	Closing Data April		Notes	Previous Months Data					
		Compliant	Non Compliant	Percentage		Compliant	Non Compliant		March	Februr	February	January	December	November
Housing														
Domestic 5 year Electrical Installation Condon Report	7292	6809	483	93.37%	↑	6809	432		93.37%		92.01%	92.01%	91.65%	91.65%
Communal 5 year Electrical Installation Condon Report	515	501	14	97.28%	↑	501	14	+	90.67	90.67	90.67	90.67	90.67	90.67
ASB Asbestos Surveys	759	769	0	100%	→	759	759		100%	100%	100%	100%	100%	dex rrrr
L8 Water Risk Assessments	9	9	0	100%	→	9	0		100%	100%	100%	100%	100%	200%
FRA Fire Risk Assessments	716	601	114	84.0%	-	478	29	Significant fall in percentage paper included	93.93%	93.93%	93.93%	93.93%	93.93%	93.93%
LGSR Annual GAS Inspection	6604	6604	0	100%	→	6604	6604		100%	100%	100%	100%	100%	100%
EL Emergency Lighting Testing	29	29	0	100%	→	29	29		100%	100%	100%	100%	100%	100%
FA Fire Alarm Servicing	4	4	0	100%	→	4	0		100%	100%	100%	100%	100%	100%
Lift Servicing	44	44	0	100%	→	44	0		100%	100%	100%	100%	100%	100%
Lift Assurance	44	44	0	100%	→	44	0		100%	100%	100%	100%	100%	100%
CO2	6610	6610	0	100%	→	6610	0		100%	100%	100%	100%	100%	100%
Electrical Heating (NO GAS)	1556	1556	0	100%	→	1556	0		100%	100%	100%	100%	100%	100%

Page 54

Buildings Over 11 Meters Fire Door Inspections

Communal Doors	Total Number of Assets	Total Number of Doors	Doors Inspected	Compliance Percentage	Actions	Actions Completed	Outstanding	Overdue	Compliant	Notes
		16	250	0	0	0	0	0	0	0
Flat Entrance Doors	Total Number of Assets	Total Number of Doors	Doors Inspected	Compliance Percentage	Actions	Actions Completed	Outstanding	Overdue	Compliant	Notes
		16	392	0	0	0	0	0	0	0

Housing Services performance report to Housing Advisory Board

Actions									
Risk Actions	All Actions			Outstanding			Overdue		
	Total	Completed	Outstanding	Low	Medium	High	Low	Medium	High
Fire Risk Actions	6429	5383	1046	665	219	48	4	41	3
				932			48		
Asbestos Actions	Not Known Yet	Not Known Yet	Not Known Yet	Not Known Yet	Not Known Yet	Not Known Yet	Not Known Yet	Not Known Yet	Not Known Yet
				0			0		
Water Risk Action	312	217	95	31	12	3	0	0	0
				46			0		

Risk Actions	Percentage Completed	Percentage Completed Overtime	Overdue completed this Month
Fire Risk Actions	83.83%	97.65%	18
Asbestos Actions	18	100%	100%
Water Risk Action	69.55	100%	0
Fire Door Inspection	No Data Yet	No Data Yet	No Data Yet



Compliance Dashboard

Compliance Reporting Area	Asset Count	Current Period				Closing Data		Notes	Previous Months Data									
		May				April			March	February	January	December	November	November				
		Compliant	Non Compliant	Percentage		Compliant	Non Compliant											
Sheltered																		
Domestic 5 year Electrical Installation Condlion Report	280	280	280	100.00%	↑	280	0		100%	100%	100%	94%	93%	89%				
ASB Asbestos Surveys	9	9	0	100%	→	9	0		100%	100%	100%	100%	100%	100%				
L8 Water Risk Assessments	16	16	0	100%	→	16	0		100%	100%	100%	100%	100%	100%				
FRA Fire Risk Assessments	16	16	0	100%	→	16	0		100%	100%	100%	100%	100%	100%				
LGSR Annual GAS Inspection	9	9	9	100%	→	9	0		100%	100%	100%	100%	100%	100%				
EL Emergency Lighting Testing	9	9	9	100%	→	9	0		100%	100%	100%	100%	100%	100%				
FA Fire Alarm Servicing	9	9	9	100%	→	9	0		100%	100%	100%	100%	100%	100%				
Lift Servicing	9	9	9	100%	→	9	0		100%	100%	100%	100%	100%	100%				
Lift Assurance	9	9	9	100%	→	9	0		100%	100%	100%	100%	100%	100%				
CO2	314	314	314	100%	→	314	0		100%	100%	100%	100%	100%	100%				

Page 56

High Risk Properties Fire Door Inspections

Communal Doors	Total Number of Assets	Total Number of Doors	Doors Inspected	Compliance Percentage	Actions	Actions Completed	Outstanding	Overdue	Compliant	Notes
		9	434	434	100%	441	0	441	441	172
Flat Entrance Doors	Total Number of Assets	Total Number of Doors	Doors Inspected	Compliance Percentage	Actions	Actions Completed	Outstanding	Overdue	Compliant	Notes
	280	280	280	100%	332	0	332	332	98	some doors carry mutiple actions

Housing Services performance report to Housing Advisory Board

Actions									
Risk Actions	All Actions			Outstanding			Overdue		
	Total	Completed	Outstanding	Low	Medium	High	Low	Medium	High
Fire Risk Actions	1331	1317	14	0	0	0	2	7	5
				0			14		
Asbestos Actions	41	41	0	0	0	0	0	0	0
				0			0		
Water Risk Action	88	82	6	5	1	0	0	0	0
				6			0		

Risk Actions	Percentage Completed	Percentage Completed Ontime	Overdue completed this Month
Fire Risk Actions	98.95%	87.66%	7
Asbestos Actions	100%	100%	0
Water Risk Action	93.18%	95.65%	13
Fire Door Inspection	100%	100%	0



Report Pack Briefing Note

Brief Regarding

Fire Risk Assessments

Effective Date

Apr-26

Information

Following legislation changes, the introduction of new legal requirements that instructed housing providers that all properties **MUST** have a fire risk assessment regardless of size, shared facilities, shared internal access or shared communal areas.

Previous legislation omitted any requirements to complete fire risk assessments if buildings were access from personal entrances, had no share facilities and were of maximum dwelling size of 8 .

Example below, previously excluded, now included- actions should be minimal, however we are receiving actions as consider a new refuge area, compartmentation surveys, new LD1 Fire Alarm required.



BLUE ARROW HIGHLIGHTS ENTRANCE-BLOCK OF 2

What are the implications to CCC?

There are a number of implications to CCC, these are listed below-

- Increased budget requirements to get these FRA completed. (This was a known change and the budget was aligned this year, however we will now need these completing over 5 years. We have 240 block that are classed in this category, therefore the first year we need to complete them all (of which 110 are completed). Each following year we will complete 40, this will smooth the program going forwards.
- Increased actions that do require completing. Causing pressures on budget and resource requirements.
- Substantial number of actions that require a decision maker to accept the risk, note it and close the action.

What is the ask of the compliance board?

Note the risk, understand the possibilities of the requirement and raise awareness with senior stakeholders.



Cambridge City Council

Housing Advisory Board Paper

Rent Regulation Update

Responsible Officer	Samantha Shimmon
Contact Details	Tel: 07743 180011 Email: samantha.shimmon@cambridge.gov.uk
Purpose of Paper	To provide an update to Housing Advisory Board on the Rent Regulation Project.
Brief Summary	Paper provides progress updates on project, communications with affected tenants and risks.
Is the paper going to Cabinet or either Scrutiny Committee's?	Update is purely for Housing Advisory Board
Appendices	Rent Regulation Project Update June 2026

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Rent Regulation Project Update June 2026

Tenant Communications

Tenants were last updated on 31st March 2026, and the dedicated webpage was updated on 13th April 2026. The next update is due to be sent on 30th June 2026.

Refunds

During the process of calculating the tenant's refunds in Group 1, we established many tenants were over 75 years old. Further we found key data was missing from the extracted reports and the historic data needed further adaption.

Therefore, we made two key changes to the processing of our refunds:

1. We offered tenants born on or before 31st December 1949 an in-person visit so we could assist them in completing the refund paperwork and answering all their questions directly.
2. We checked every charge and receipt to the tenancy to make sure we have accounted for housing related benefits, contributions from the local authority and other housing related debts.

Subsequently, we stopped the work on Group 2 and all refunds in the Group 1 are being re-reviewed before authorising the refund and sending the individual letter to the tenants. A breakdown of this process can be found on page 2.

Rent Regulation Teams Next Steps Progress

The software and online form to verify a tenant's bank account has been completed. This software does not support joint bank accounts. Therefore, if a joint bank account is required, we will need to complete the verification of their bank accounts manually.

The recalculation of the housing benefit for our second refund group is ready to take the next step in the test environment with the final date. Due to the vast amount of data, complexity with the adapted systems, and the extra steps implemented in group 1, this will be recalculated when the full refund process has been completed for each tenancy in this group.

DWP

The DWP has failed to decide as to whether they will pursue us for the housing benefit element of the tenants Universal Credit claim. The only decision to be made at present is

which bank account the Treasury wish for the monies to be paid into, albeit this has not been given in writing. They also suggested an 'honesty pot' and implied a settlement figure will be discussed, but no further communication has been received. At present, the only written response received is an email to confirm this is with their key stakeholders and under review.

The DWP development team suggested we use their system 'Searchlight' under the Memorandum of Understanding (MoU) to investigate the legitimate claims. However, on application for an amendment to the MoU this was not supported by the legal team. They advised this was a moot point as to whether this fell under 'Housing Benefit' administration and for us to decide. Currently, this is under discussion with the relevant stakeholders within Cambridge City Council as to whether it adequately complies the test.

Group 1 Case Refund Information:

Group 1 Cases	No	Refund Amount	Arrears as of w/e 31/05/2026
Priority 1 - pay by direct debit	295	193,893.06	0.00
Priority 2 - do not pay by direct debit	196	131,042.95	-14,146.06
Priority 3 - former tenants after 01/04/2024	65	39,793.34	-5,117.91
Move to other group request	14	2,881.40	-249.71
Total Cases	570	367,610.75	-19,513.68
Priority 1 Breakdown			
Refunded tenant & Case Closed	15	7,221.96	0.00
Caimed refund & AP processing refund	2	1,401.72	0.00
Awaiting tenant response to refund letter	4	5,634.74	0.00
Priority 1 - managers authorisation required	274	179,634.64	0.00
Total Priority 1	295	193,893.06	0.00
Priority 2 Breakdown			
Priority 2 - managers authorisation required	9	7,316.33	0.00
Priority 2 - stage 3 checks required	103	51,696.33	-11,517.38
Priority 2 - receipts & payments checks required	71	69,233.32	-1,651.59
Priority 2 - moved from Group 2	4	2,796.97	-977.09
Total Priority 2	187	131,042.95	-14,146.06
Priority 3 Breakdown			
Priority 3 - stage 3 checks required	34	16,375.47	-1,552.68
Priority 3 - receipts & payments checks required	28	21,955.82	-3,385.58
Priority 3 - moved from Group 2	3	1,462.05	-179.65
Total Priority 3	65	39,793.34	-5,117.91

- 570 cases were initially identified as not receiving a housing related benefit
- 14 cases need further investigation as the receipts and payments check has detected housing related benefit information on the tenancy
- 7 cases have been identified in Group 2 as not receiving housing benefit at the same time as the refund. This figure is likely to rise when work on Group 2 resumes
- All priority 1 refunds have been fully checked and require the Project Managers final authorisation to send the letter to the tenant
- The team are working on priority 2 cases in Group 1 at present
- Stage 3 is the second review of the refund in accordance with the auditor's requirement
- The Receipts & Payments is the final check in the refund process before sending for the Project Managers approval to send the letter to the tenant

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Cambridge City Council

Housing Advisory Board Paper

Work Programme, Forward Plan & Scrutiny Work Programmes

Responsible Officer	Matthew Hussey, Democratic Services Officer
Contact Details	Tel: 01223 457377 Email: matthew.hussey@cambridge.gov.uk
Purpose of Paper	To inform the Housing Advisory Board of its outline work programme and future meeting dates to enable it to plan its work in 2026/27.
Recommendation(s)	The Housing Advisory Board is recommended to note the contents of the report and comment as necessary.
Brief Summary	<p>The draft work programme for future meetings of the Board is attached at Appendix A. The latest Forward Plan is attached as Appendix B. The most up-to-date plan will be provided nearer the time if updated. Members are requested to review the documents and determine the items they wish to include on the future programme.</p> <p>The Forward Plan lists the decisions that need to be taken at upcoming Cabinet Meetings or by the relevant Cabinet Members.</p> <p>The Scrutiny work programmes are also attached at Appendices C & D</p> <p>The HAB future meeting dates for 2026/27 are as follows:</p> <ul style="list-style-type: none"> • 14 September 2026 • 9 November 2026 • 25 January 2027
Is the paper going to Cabinet or either Scrutiny Committee's?	Update is purely for Housing Advisory Board
Appendices	Appendix A – Housing Advisory Board Work Programme Appendix B - Forward Plan Appendix C – Performance, Assets and Strategy Overview & Scrutiny Work Programme – None this time

HOUSING ADVISORY BOARD

WORK PROGRAMME - MUNICIPAL YEAR 2026/27

(This work programme is updated regularly following each meeting of the committee and as required, in consultation with the Chair. Unallocated potential future items are listed at the end of this document)

Meeting Date: 14 September 2026	Time: 5.00pm	Committee Room: Meadows Community Cnentre
Reminder Date:	19/08/26	
Deadline for Titles:	26/08/26	
Deadline for Reports submission:	02/09/26	
Democracy & Scrutiny Officer:	Matthew Hussey	

Agenda Items	Report Author/Format/Comments
Housing Performance Report	Catherine Buckle Written Report
Housing Improvement Plan update	Catherine Buckle Written Report
Rent Regulation Update	Samantha Shimmon Written Report
TSM Report & Action Plan	Emily Downey Written Report
Work Programme (Standing item)	Democracy and Scrutiny Officer Written Report
Dates of Future Meetings: <ul style="list-style-type: none"> • 9 November 2026 • 25 January 2027 	Democracy & Scrutiny Officer

HOUSING ADVISORY BOARD

WORK PROGRAMME - MUNICIPAL YEAR 2026/27

(This work programme is updated regularly following each meeting of the committee and as required, in consultation with the Chair. Unallocated potential future items are listed at the end of this document)

Meeting Date: 9 November 2026	Time: 5.00pm	Committee Room: Meadows Community Cnentre
Reminder Date:	14/10/26	
Deadline for Titles:	21/10/26	
Deadline for Reports submission:	28/10/26	
Democracy & Scrutiny Officer:	Matthew Hussey	

Agenda Items	Report Author/Format/Comments
Housing Performance Report	Catherine Buckle Written Report
Housing Improvement Plan update	Catherine Buckle Written Report
Rent Regulation Update	Samantha Shimmon Written Report
Work Programme (Standing item)	Democracy and Scrutiny Officer Written Report
Dates of Future Meetings: • 25 January 2027	Democracy & Scrutiny Officer

HOUSING ADVISORY BOARD

WORK PROGRAMME - MUNICIPAL YEAR 2026/27

(This work programme is updated regularly following each meeting of the committee and as required, in consultation with the Chair. Unallocated potential future items are listed at the end of this document)

Meeting Date: 25 January 2027	Time: 5.00pm	Committee Room: Meadows Community Cnentre
Reminder Date:	30/12/26	
Deadline for Titles:	06/01/27	
Deadline for Reports submission:	13/01/27	
Democracy & Scrutiny Officer:	Matthew Hussey	

Agenda Items	Report Author/Format/Comments
Housing Performance Report	Catherine Buckle Written Report
Housing Improvement Plan update	Catherine Buckle Written Report
Rent Regulation Update	Samantha Shimmon Written Report
Work Programme (Standing item)	Democracy and Scrutiny Officer Written Report
Dates of Future Meetings: •	Democracy & Scrutiny Officer

Future Items:

- Tenant and Leaseholder Involvement Strategy 2026-28 Annual Report – Future Meeting
- Lift breakdowns, the average time for repair, supply issues and iron works – Future meeting?
- Risk Based Report - Future meeting
- Comparison Report on how Cambridge City Council compared with other Local Authorities on the disrepair of its properties – Future meeting

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Cabinet Forward Plan of Key and Non-Key Decisions for Cambridge City Council

May 2026

Introduction

This Forward Plan sets out the key and non-key decisions to be taken by the Cabinet. This includes any decisions that are due to be taken in private.

Executive Forward Plan and Notices required by the Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

There is a legal requirement for local authorities to publish a notice setting out the key decisions that will be taken by the Cabinet or Individual Cabinet Member at least 28 clear days before such decisions are to be taken. This Forward Plan incorporates the Notice of Intention to make Key Decision and sets out the decisions which are intended to be taken at Cambridge City Council by Cabinet or Individual Cabinet Members. Whilst this document provides details of known decisions for the following month, where details of decisions to be made after this period are known, they are provided for information.

The Plan also sets out where, if at all, it is anticipated that part of a Cabinet meeting will be held in private. This is where confidential or exempt information (as defined in the constitution) is likely to be made known. Notice is hereby given that it may be necessary for part of a Cabinet meeting to be held in private because it becomes apparent at the meeting that confidential or exempt information will otherwise be made known. Should this become apparent at the meeting the relevant part of the meeting will only be held in private upon the passing of a resolution which (where exempt information will be made known) describes the description of exempt information pursuant to Schedule 12A of the Local Government Act 1972.

The Forward Plan will be updated and rolled forward on a monthly basis. As this takes place, the programme will be adjusted and further decisions will be added or anticipated ones may be rescheduled or removed.

If a key decision is not included in the published Forward Plan for 28 clear days before a decision needs to be taken the Chairman of the Overview and Scrutiny Committee must be notified and a supplement to the Forward Plan published at least 5 clear days before the date on which the decision is proposed to be taken. If the date by which the decision has to be made makes compliance with this requirement impracticable the decision can only be made with the consent of the Chairman of the Overview and Scrutiny Committee who must be satisfied that the making of the decision is urgent and cannot reasonably be deferred.

If it is necessary to discuss an issue in private and 28 days' notice has not been given the decision may only be taken or the item discussed in private with the agreement of the Chairman of the Overview and Scrutiny Committee who must be satisfied that the need for the item to be taken to the meeting is urgent and cannot reasonably be deferred

Key Decisions

The Key decision thresholds at Cambridge City Council are:

- The decision is likely to result in the City Council incurring expenditure or making savings in excess of £500,000 (excluding procurement decisions or decisions relating to land acquisition or disposal). Excluded from this definition are all loans to banks or other financial institutions made in accordance with the Treasury Management Policy.
- Procurement decisions involving expenditure of £1,000,000 or more. In relation to letting contracts the key decision is seeking authority to procure (and delegate authority to award).

Or

- An acquisition or disposal of land or an interest in land with a value in excess of £600,000.

Or

- The decision is likely to be significant in terms of its effects on communities living or working in an area comprising one or more wards in the City.

Page 73

Part 1 – Key Decisions						
Decision Title	Decision Description	Decision Maker	Date of Decision	Contact Officer	Documents to be considered	Relevant Scrutiny
New Sites Development and Homes England update	Report noting progress on new sites and seeking budgetary approvals to bring forward schemes.	Cabinet	7 July 2026	Ben Binns, Assistant Director, Development Director of Economy and Place (Lynne Miles)	Report on proposal.	Performance, Assets and Strategy Overview and Scrutiny Committee

Fleet decarbonisation and replacement project.	To approve the decarbonisation and replacement of the Council's fleet, supporting the Council's Net Zero Carbon commitments and operational service delivery. This includes procurement of electric and alternative-fuel vehicles.	Cabinet	7 July 2026	Peter Birch, Fleet Service Manager Sean Cleary, Assistant Director	Report on proposed fleet strategy.	Services, Climate and Communities Overview and Scrutiny Committee
Leisure Management Contract 2026-2041	Outcomes of the retendering procurement exercise of the leisure portfolio and award of Contract.	Cabinet	7 July 2026	Ian Ross, James Elms, Director, City Services Group, Director, Communities Group (Sam Scharf)	Report on procurement process and award decision.	Services, Climate and Communities Overview and Scrutiny Committee
Community Infrastructure	To receive a report summarising	Cabinet	7 July 2026	Stephen Kelly, Joint	Report summarising representation received to the draft charging schedule	Performance, Assets and Strategy

Levy	representation received to the draft charging schedule consultation (that was carried out between 16 February and 29 March) and to consider the submission of the draft charging schedule for examination.			Director, Greater Cambridge Shared Planning and 3C Building Control	consultation	Overview & Scrutiny Committee
<p>Greater Cambridge Local Plan: Proposed Submission (Regulation 19) publication</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 55</p>	To agree the Greater Cambridge Local Plan: Proposed Submission (Regulation 19) version, which will then be published for public consultation.	Cabinet	July 2026	<p>Stuart Morris, Planning Policy and Strategy Team Leader</p> <p>Joint Director, Greater Cambridge Shared Planning and 3C Building Control (Stephen</p>	Report and appendices for approval	Performance, Assets and Strategy Overview and Scrutiny Committee

				Kelly)		
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Non-Key Decisions

Non-key decisions are those that do not have a significant impact on the local community or budget but still need to be documented for transparency. These decisions are typically taken by senior officers or delegated decision-makers.

Part 2 – Non-Key Decisions						
Decision Title	Decision Description	Decision Maker	Date of Decision	Contact Officer	Documents to be considered	Relevant Scrutiny
Budget Outturn 2025-26	To note the 2025-26 financial outturn report for the General Fund and HRA and recommend to full Council approval of budget carry forwards if applicable	Cabinet	7 July 2026	Jody Etherington, Chief Finance Officer Chief Operating Officer (Jane Wilson)	2025-26 financial outturn report	Performance, Assets and Strategy Overview and Scrutiny Committee
Budget Setting Context 2027-28	To approve proposed savings target and high-level approach to budget	Cabinet	7 July 2026	Jody Etherington, Chief Finance	Report on updated financial assumptions and savings targets, proposed approach to budget consultation and high-level	Performance, Assets and Strategy Overview and

	setting (including consultation) for the General Fund and HRA for 2027-28			Officer Chief Operating Officer (Jane Wilson)	approach to budget setting for 2027/28	Scrutiny Committee
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Exemptions and Confidential Decisions

If any decision is to be taken in private (i.e., exempt from public access), a brief explanation of the grounds for the exemption must be provided. A link to those can be found here [Local Government Act 1972](#)

Part 3 – Decisions That Are Confidential						
Decision Title	Decision Description	Decision Maker	Date of Decision	Contact Officer	Documents to be considered	Relevant Scrutiny

<p>Leisure Management Contract 2026-2041</p> <p>Information relating to the financial or business affairs of any particular person (including the authority holding that information)</p>	<p>FINANCIAL INFORMATION in relation the business case from the Tenderer will be commercially restricted.</p>	<p>Cabinet</p>	<p>7 July 2026</p>	<p>Ian Ross, James Elms, Director, City Services Group, Director, Communities Group (Sam Scharf)</p>	<p>Report on procurement process and award decision.</p>	<p>Services, Climate and Communities Overview and Scrutiny Committee</p>
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Cabinet Dates 2026/27 TBC:

2026: 7 July, 23 September, 20 October, 17 November, 15 December,

2027: 18 January, 11 February, 23 March

Overview & Scrutiny Committees:

<p>Performance & Assets:</p>	<p>Services, Climate & Communities</p>
<p>Leader (inc Cambridgeshire and Peterborough Combined Authority)</p>	<p>Climate & Environment</p>

reports)	
Planning & Infrastructure	Communities
Finance & Resources	Community Safety, Homelessness and Wellbeing
Housing	Open Spaces

Contact Details

For more information on any of the decisions listed, please contact:

Email Address: democratic.services@cambridge.gov.uk

Phone Number: 01223 457000

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