17. Neighbourhoods & Housing
Service Profile
(2026/27)

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Portfolio Holder(s):	Cllr Drake-Davis (Economic Renewal, Housing & Organisational Development) Cllr Dolman (Communities inc Community Safety, gypsies & travellers)
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Purpose of Plan

This Business Plan provides an overview of the service, and sets out its key priorities, high level objectives, key deliverables, and key performance measures. It will be supported by individual team plans which contain more detail about how teams work towards meeting priorities and measuring success.

The priorities and actions set out in the Business Plan focus only on key areas of development, improvement, and transformation, and does not cover all detailed aspects of service delivery. The identified priorities will link directly into the Council's contribution towards the Community Plan and achievement of productivity and savings targets.

Progress against the service plan will be reviewed on a regular basis within directorate teams, by the Corporate Strategy Team, and in consultation with Cabinet Portfolio Holders.

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1. Service Overview

Service Description

- Our purpose in the Neighbourhoods and Housing (Ns&H) service area is to deliver a broad range of strategic and operational services. The areas of the service include: Housing Investment, Strategy Market Intervention & Growth, Building Safety, Neighbourhoods, Access & Wellbeing and Business Development.
- As per the Housing Strategy 2023-30, housing is much more than just bricks and mortar; we believe that housing is fundamentally about: People (housing choice and support), Housing (existing housing), Place (communities, the environment, and new housing); providing opportunity for employment, education and health.
- As the largest landlord / social landlord in the city we provide homes to rent at affordable levels to those considered most in need. (22,824 at 3/11/25 or around 18% of the City's housing at 2021 (source KuH Data Observatory), meaning that a little under one in every five homes in the city is rented from the Council).
- Provision of our landlord services should be in line with the requirements of the Regulator of Social Housing and the Building Safety Regulator, including property safety compliance and Regulator of Social Housing's Consumer Standards.
- Ns&H hold a range of statutory responsibilities, including supporting those threatened with homelessness; as well as overseeing safety and quality of homes for tenants in the private rented sector and their landlords – a significant sector in Hull (around 21% of homes in Hull as at 2021).
- We have a key role in creating new homes across all tenures (not just council housing or social housing with other registered providers, but also private and owner-occupied), but especially facilitating the creation of increased affordable housing in the city.
- Ns&H vision is best summarised as: "Building great places together, putting residents first" (see Ns&Hs business plan 2021-2026). This should be supported by taking full advantage of the benefits and opportunities of Devolution, working closely with Hull & East Yorkshire Combined Authority as well as with East Riding of Yorkshire Council.

Strategic Direction / Future Plans

- Delivery of the Housing Strategy 2023-30 underpins the work delivered by the Neighbourhoods and Housing Service, ensuring we deliver good universal, strategic housing services, landlord services and legislative compliance. The Housing Strategy 2023-30 sets out the priorities and housing need of the city and the mechanisms and action we will take meet key objectives and targets, including the use of temporary accommodation to discharge homelessness responsibilities where absolutely necessary, ensuring the most in need accordingly to policy have somewhere safe to stay and taking a proactive approach to private sector support providers via the work of SART, the Supported Accommodation Review Team. It also links to a number of other strategies such as our new 5-year Independent Living Strategy.

- The Hull Housing Growth Plan 2025-2031 sets out the Council's Strategic Housing Authority role in relation to new build housing delivery including the HRA's plan to build 840 new build Council homes over the plan period. The recently revised National Planning Policy Framework set out a new methodology for establishing an area's mandatory housing target – this revision means that Hull's new homes target per annum has risen from a locally assessed housing need of 620 homes per annum to 996 and the Growth Plan is therefore an important strategic document setting out what steps Council in its capacity as the Strategic Housing Authority will take to deliver those homes.
- Hull's Community Strategy identifies housing as a key priority for the people of Hull.
- As above, the Ns&H function is made up of x6 main service areas, these teams include: Housing Strategy; Access & Wellbeing; Housing Investment; Area & Neighbourhood Management; Building Safety; and Business Development & Change
- The Teams are focused on delivering strong outcomes, based on policy, KPIs, legislative and statutory requirements that includes the following:
- **Social Housing Regulation Act 2023 including Regulatory Framework, Consumer Standards and "Awaab's Law" serious hazards**

(measures to improve the standards, safety, and operation of social housing, including full compliance against 4 new Consumer Standards and, submission by end June annually to the Regulator of Social Housing of performance against a set of 22 Tenant Satisfaction Measures)

- **Building Safety Act 2022**

to improve the design, construction, and management of higher-risk buildings

- **Fire Safety England Regulations 2022**

introduces new duties under the Fire Safety Order for building owners or managers

- **Renters Rights Act – became law 27th October 2025**

Includes provision abolishing fixed term assured tenancies and assured shorthold tenancies; imposing obligations on landlords and others in relation to rented homes and temporary and supported accommodation.

- **Social Housing Decent Homes Standard Review**

to understand HCC stock, the investment required, and existing standards and compliance levels.

- **Homelessness Act and use of temporary accommodation where absolutely necessary.**

Other legislation in the pipeline includes;

- Planning law and guidance reviews
- Elements of Social Housing Regulation Act 2023 around professionalisation to be introduced in October 2026.
- *Further provisions of "Awaab's Law" to be introduced in 2026 and 2027.*

Overall Service Priorities

The five strategic aims within Ns&Hs service area's business plan 2021-2026 are highlighted in the table below:

- These aims align well with the City's Community Plan ambitions; the service area makes a significant contribution to delivering on Community Plan, this includes 1, 2, 4 & 5 of the Community Plans ambitions (1-Safe and welcoming neighbourhoods, 2 - A healthier and fairer Hull, 4-Economic growth that works for all, 5-Responding to the climate and nature emergency).
- The Ns&H strategic aims also fit well with the three broad themes of the revised Housing Strategy for the City of Hull, these being:
  - People: Improving housing pathways to ensure easier access to good quality housing from a range of providers, to support vulnerable residents across different housing and non-housing services, work in partnership with tenants and communities to maintain community cohesion.
  - Housing: Provide good quality safe homes by delivering a retrofit and maintenance programme in line with Net Zero targets, ensure best use of existing homes through effective appraisals, promote housing standards and enforcement across the city to ensure private housing meets expected standards.
  - Place: Produce a Housing Growth Plan to identify the action needed to meet Hull's Housing Need with the correct mix of affordable housing to meet demand as outlined in Hull's Local Plan, Work with a range of partners including local SMEs to deliver exceptional new homes to above industry standard, Work with local communities to deliver place-based actions as set out in Neighbourhood and Area Plans
- Ns&Hs also makes a significant contribution to addressing and promoting the priorities of Portfolio Holders. The priorities of the Portfolio Holder for Regeneration & Housing (PHRH) for 2024/25 appear in the table below and have been matched to the relevant services priorities. The relevant priorities for the Portfolio Holder for Communities (PHC) are also listed.

Service Priority	**Strategic Driver (Community Plan Ambition, Government, Organisational, etc)**
1. Focussing on customer experience • Focus on building support and welfare services around residents – Deliver support where residents already engage with services, rather than requiring them to attend corporate buildings - bringing support closer to people and places. (PHC).	Organisational – supports colleagues in Customer Services.
2. Putting residents first and meeting their needs. • Lobby for more Government funding to help bring empty properties back in to use and to convert former HMOs in to family homes. Maximise all other	Contributes to Community Plan ambition 2 - A healthier and fairer Hull

possible sources of funding to help to address homelessness. (PHRH).	
3. Addressing the challenges of safety, sustainability and climate change. • Maintain the focus on meeting and aiming to surpass the requirements of the Social Housing Regulator, including addressing the issues of the self-referral made by the Council (PHRH).	Contributes to Community Plan ambition 5 -Responding to the climate and nature emergency
4. Our role in strengthening Hull's neighbourhoods & communities. • Explore every opportunity for funding streams for new housing available from the Hull and East Yorkshire Combined Authority and the Mayor. Continue to pursue all feasible options to build more Council houses (affordable and social rent if possible). (PHRH). • Progress the Priority Streets Programme to deliver improved living environments for residents. (PHRH). • Encourage a Focused and Targeted Approach to Enforcement – Placing the right staff in the right place at the right time by identifying areas of need and taking action where appropriate (PHC). • Clarify the Roles and Responsibilities of Neighbourhood Coordinators – Create a consistent understanding of Neighbourhood Coordinators' roles and responsibilities among all internal and external partners to ensure every Ward is appropriately supported(PHC).	Contributes to Community Plan ambition 1 - Safe and welcoming neighbourhoods
5. Investing in modernisation and organisational development	Organisational – enables us to respond to changing environment & supports & sustained delivery of 4 priorities above.

• Encourage and Enhance Customer Self-Service – Assist residents in accessing services quickly and efficiently by continually reviewing common journeys taken by residents and building on their feedback to create a more accessible service (PHC).	

2. Service Resources and Assets

Staffing and Financial Resources (including grants)

Budget 2026/27	**£000'**		
Staff Costs	5,690	**Budget Changes**	**£000's**
Other Expenditure	7,361	26/27 Efficiency Savings	
Gross Expenditure	**13,052**		
Fees & Charges	-999	25/26 Savings undelivered	
Grant Income	-3,218		
Other Income	-669	Removed Grant Income Budget Line	1,412
Gross Income	**-4,886**		
		Investments	319
Net Expenditure	**8,165**	Funding of Base Pressures	