

Housing Service Improvement

The SKDC Journey:
Regulation, Performance and Culture

Sarah McQueen | Head of Housing Services | South Kesteven District Council



SOUTH
KESTEVEN
DISTRICT
COUNCIL

Where we started

2021
Self referral
to the
Regulator of
Social Housing

2023
Regulatory
notice lifted,
Housing
Scrutiny
Committee
created

2024
Change in
senior
management



Decision

**Withdrawn Regulatory Notice: South
Kesteven District Council (17 February
2021)**

Updated 25 October 2023

Building the Foundations



n Hall-Wright with Cllr Virginia Moran



Building the Properties



Award winning council homes

An affordable housing development that mimics a Georgian street scene has scooped a prestigious national award for SKDC.

Knapp House, in a Conservation Area at Swinegate, Grantham, offers 20 high-quality, sustainable homes. The high-quality Lindum Group

It was a complex project due to the confines of the site, its limited access and proximity to residential properties that are listed.

The design proposal called for a disused shop to be demolished and replaced by a unit with a period-style store frontage to fit in with the traditional characteristics of the area.



Changing the Culture

**Break the
Silos**

**Raise
Standards**

**Build
resilience**

**Changing
the Model**

**2025
Engagement
Survey
Results**

Housing



Department Response Rate

Housing

94%

+21%
(2024)

Driving Performance

KPI framework

Monthly Reporting

Member assurance

Reactive Repairs – All Repairs

	March 25	Target	March	April	Direction of travel
No repairs in WIP	4,075	NA	2,814	2,366	NA
No of overdue	2,276	<10%WIP	1,208	749	↑
Emergency repairs completed on time	NA	100%	97%	98%	↑
Non-emergency repairs completed on time	NA	77%	62%	77%	↑
All repairs completed on time*	77%	80%*	68%	82%	↑
Average time taken to complete all non-emergency repairs	NA	40 days	34 days	34 days	NA
Post Inspections	NA	10%	19%	16%	↓

Voids

	March 25	Target	March	April	Direction of travel
No voids in WIP	103	80 voids	44	53	↓
Average time to repair a TA void	13 days	15 calendar days	8 days	9 days	↓
Average time to repair a minor void	56 days	45 calendar days	37 days	30 days	↑
Average time to repair a major void	108 days	100 calendar days	82 days	75 days	↑
Average time to repair all voids	53 days	65 calendar days	38 days	37 days	↑
Average void time (key to key) all voids	79 days	80 days	61 days	57 days	↑

Preparing for the Regulatory Inspection



Regulator of Social Housing



**INSIDE
HOUSING**

REGULATION
DEVELOPMENT
FINANCE
ASSET MANAGEMENT
SUSTAINABILITY
MORE TOPICS

NEWS
INSIGHT
COMMENT
IH LIVE

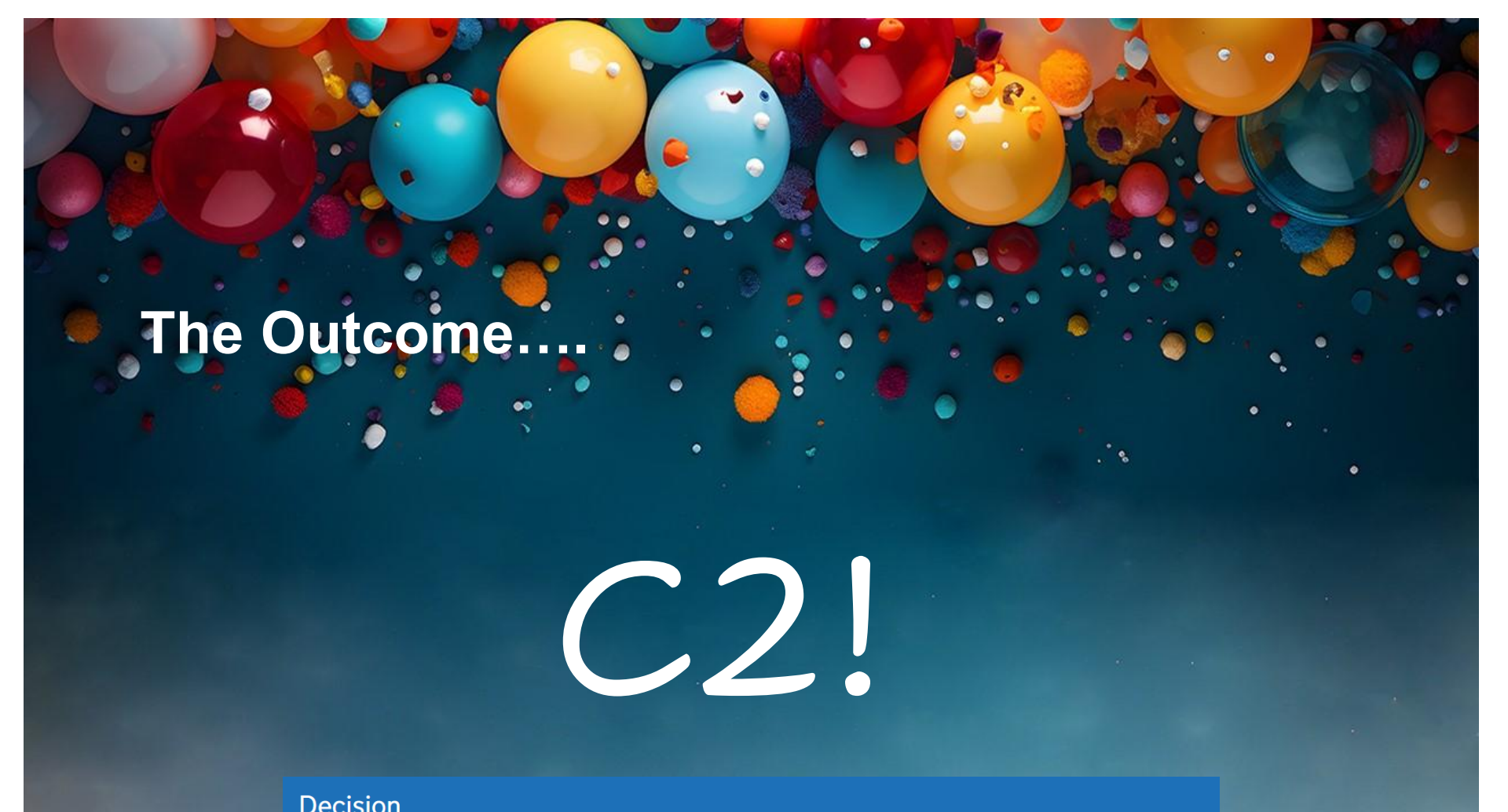


Four landlords achieve C1 and C2 grades after first RSH consumer inspections

NEWS 08.07.26 11.00 AM BY STEPHEN DELAHUNTY

Two housing associations and two local authorities have received their first consumer grades from the Regulator of Social Housing (RSH).





The Outcome....

C2!

Decision

**South Kesteven District Council (32UG) -
Regulatory Judgement: 29 July 2026**

Published 29 July 2026

Improvement



Getting match fit for LGR

Learn

Prepare

Protect



The journey summary ..



Know your baseline
Protect your standards
Keep improving
Celebrate Success!



Thank you

Sarah McQueen | Head of Housing Services | South Kesteven District Council
Sarah.McQueen@southkesteven.gov.uk



SOUTH
KESTEVEN
DISTRICT
COUNCIL