



HOUSING SCRUTINY PANEL FOR BRISTOL CITY COUNCIL (BCC)

Annual Report April 2025-March 2026

Foreword by the Chair of the Panel – Boycee

This year has been a significant one for the Housing Scrutiny Panel. I would first like to thank Peter Edwards for his many years of service as Chair. Peter's commitment, experience and determination to improve housing services for Bristol residents have been invaluable, and we are pleased that he continues to support the Panel as a member.

I would also like to thank two long-standing Panel members, Tim, our leaseholder representative, and Dottie, who both stepped down during the year. Their dedication, experience and contributions to the Panel's work over many years have been greatly appreciated. At the same time, we were pleased to welcome two new members to the Panel, bringing fresh perspectives and helping to strengthen our work.

The Panel has continued to meet monthly and has maintained a positive and constructive working relationship with Bristol City Council. Regular updates from Richard James and the Housing Consumer Standards Programme team have helped us better understand the challenges facing the service and the progress being made to address them.

One of the most important developments this year has been the implementation of the new NEC housing management system. This long-awaited system has the potential to improve how housing services are managed, provide better information, and make processes easier for both residents and staff.

The Panel also held its first scrutiny bootcamp, focusing on the Fire Safety Policy. This gave members the opportunity to examine an important area of service delivery in detail and make recommendations for improvement. Following the success of this pilot, we hope to undertake further bootcamps in the future.

In addition, Panel members supported recruitment activities by taking part in interview panels, helping to ensure that residents' voices were represented in key appointments. We were also pleased to participate in the Local Government Association (LGA) Corporate Peer Challenge for the first time, where Panel members met with the review

team and shared their views on tenant scrutiny, resident engagement and housing services.

While there is still work to do, particularly in areas such as repairs, communication and resident satisfaction, the Panel has continued to play an important role in holding services to account and influencing improvements. I would like to thank all Panel members, council officers and residents who have contributed to our work throughout the year.

I look forward to building on this progress in the year ahead.

Boycee

Chair, Bristol City Council Housing Scrutiny Panel

Scope

This report summarises the main activities the Panel has undertaken from 1 April 2025 to 31 March 2026.

Meetings

The Panel meets regularly on the second Tuesday of every month and during the year we agreed to meet face-to-face at least three times. We have used community rooms in various locations as venues for face-to-face meetings and this gives us opportunities to see different Bristol City Council (BCC) housing schemes.

Housing Scrutiny Panel;

- Held 12 monthly business meetings over the year.
- A special extra meeting in August 2025 with Sonia Furzland, Interim Executive Director for Housing, to discuss progress on the Housing Consumer Standards Improvement Programme, repairs, safety compliance, resident engagement, and planned service improvements.
- Held the first bootcamp in November 2025 reviewing accessibility of housing policy documents with a focus on the Fire Safety Policy. This is the first of three different bootcamps which together make up a pilot.
- Participated in Housing and Homes delivery committee task and finish group review of resident engagement. [LINK](#)
- Held a review meeting for the first Bootcamp in February 2026, where the service responded to the issues and feedback raised during the bootcamp.
- Conducted two recruitment interviews, resulting in two successful new panel members.
- Two Panel members were invited to attend a TPAS training event hosted by Stroud

District Council in Dursley. The event provided opportunities to share good practice with tenants and housing organisations from across the region, develop scrutiny skills, and learn about effective approaches to resident engagement and service improvement.

- Panel members attended Housing Forums and Service User Groups to hear residents' views, concerns and experiences, helping the Panel focus on the issues that matter most to tenants and leaseholders.

- Continued to improve how the Panel carries out scrutiny, making sure our approach fits with the new Resident Engagement Framework and works alongside the new Resident and Community Panel (RCP) by undertaking work which included a review HSP TOR.

- Maintained quarterly scrutiny of Tenant Satisfaction Measures (TSMs) performance data, and now also receive regular updates on complaints performance.

Projects and activities

During 2025–2026, the Panel continued to strengthen its scrutiny role through regular meetings, engagement with BCC officers, and involvement with tenants and service users. It maintained monthly oversight of the Housing and Consumer Standards Programme, focusing on key areas such as repairs, damp and mould, safety compliance, data quality, and the introduction of a new IT system.

The Panel also delivered a Fire Safety Policy bootcamp, contributing to service improvements, and expanded its influence through recruitment, training, and ongoing engagement with Housing Forums. Throughout the year, it prioritised improving resident engagement, communication, and overall service performance, while continuing to develop its scrutiny processes and impact. This is a summary of the issues covered by the activities of the Panel's main meetings:

April 2025

The Panel reviewed progress on the Housing and Consumer Standards Programme and ongoing work to improve systems and compliance. Positive steps were noted in damp and mould management, with dedicated resources in place and performance beginning to improve. Resident engagement remained a challenge, with over 230 responses to a recent consultation but ongoing issues around communication and tenant involvement. The Panel also emphasised the need for clearer safety strategies, better visibility of housing services, and stronger long-term planning

May 2025

The Panel met with the Chair of the Homes and Housing Delivery Committee to discuss service improvements, including reducing repair backlogs, introducing a new IT system, and developing housing strategy, while continuing to focus on damp and mould. Resident engagement was again highlighted as a priority, with plans for a new

community panel and improved ways to gather tenant feedback. The Panel also noted ongoing work to strengthen data quality and compliance with housing standards

June 2025

The Panel reviewed updates on the Housing and Consumer Standards Programme, highlighting challenges linked to Awaab's Law and the need to improve data quality and compliance reporting. Progress continues toward implementing a new housing IT system, although data accuracy remains a concern. Building safety and repairs were key areas of focus, with plans to accelerate improvement works and strengthen oversight. The Panel also contributed to consultations on Home Choice, supported increased networking opportunities, and emphasised the importance of resident-focused service delivery and transparency

July 2025

The Panel focused on tenancy management and service delivery, noting improvements in estate inspections, tenancy audits, and resident engagement through increased housing officer activity and community presence. Progress continues in addressing repair backlogs and implementing the new housing IT system, alongside ongoing work on safety compliance and cladding. Staffing improvements, including new specialist roles, are supporting service delivery, while the Panel emphasised the need for continued performance improvement and resident involvement in shaping service standards. Panel member took part in a city wide resident forum to shape service standards. [LINK](#)

August 2025

The Panel reviewed ongoing progress within the Housing and Consumer Standards Programme, noting improvements in compliance activity alongside continued challenges with data quality, repair backlogs, and access for maintenance. Progress was reported on safety checks and preparations for the new IT system, which is expected to strengthen performance monitoring and communication. Updates on repairs and damp and mould highlighted increased resources and new approaches to meet Awaab's Law requirements. Tenant satisfaction data showed declining performance, reinforcing the need for continued service improvement and stronger resident engagement.

September 2025

The Panel focused on strengthening resident engagement, including contributing to improvements in Housing News communications and supporting recruitment to the new Resident and Community Panel. Concerns were raised about ongoing damp and mould performance, data accuracy, and surveyor capacity within the Housing and Consumer Standards Programme. The Panel also reviewed and approved the annual report, while highlighting the need for clearer updates, stronger communication, and

continued focus on compliance ahead of Awaab's Law implementation.

October 2025

The Panel reviewed progress on the Housing Consumer Standards Programme, focusing on performance reporting and ongoing compliance activity. Resident engagement remained a key priority, with further development of the new Resident and Community Panel and discussions on how to increase participation. The meeting also explored housing delivery and planning challenges, including affordability, supply limitations, and the need for more family-sized homes. The Panel emphasised the importance of clear communication, stronger resident involvement, and continued progress in housing delivery and service improvement

November 2025

The Panel reviewed progress on the Housing and Consumer Standards Programme, including the rollout of the new IT system and ongoing compliance with Awaab's Law, highlighting continued pressure from repair backlogs and resource constraints. Safety compliance work showed steady progress, particularly in gas, electrical, and fire remediation, alongside further stock condition surveys. The Panel also discussed governance changes, including a co-chair approach and the evolving role of resident engagement structures, while continuing policy-focused work through its mini bootcamp sessions

December 2025

The Panel reviewed progress on the Housing and Consumer Standards Programme, noting continued work towards compliance milestones, increased inspections, and a clearer understanding of service challenges. While progress was recognised, concerns remained around repairs, damp and mould, and overall tenant satisfaction, which has declined despite some improvements in specific areas. Resident engagement continued to improve, though members emphasised the need for visible, tangible service improvements. The Panel also confirmed new co-chairs and agreed to participate in the upcoming LGA peer review, supporting stronger accountability and service development.

Supported the recruitment of the Executive Director by taking part in the interview process as members of the assessment panel.

January 2026

The Panel reviewed progress on the Housing and Consumer Standards Programme, noting the completion of Milestone 1 and ongoing work toward Milestone 2, with improvements in compliance areas such as damp and mould, asbestos, and fire risk assessments. Transition to the new IT system continues, with early benefits alongside

some operational challenges. The Panel also examined the Anti-Social Behaviour (ASB) process, highlighting the need for improved transparency, timeliness, and resident confidence. Emerging regulatory requirements and continued focus on service improvement, data quality, and resident experience remained key priorities.

Participated in the Local Government Association (LGA) Corporate Peer Challenge. Panel members attended a dedicated session as part of the review process and were interviewed by the peer review team to share their experiences of tenant scrutiny, resident engagement, and housing services. The review took place over four days in January 2026 and contributed to the independent assessment of Bristol City Council's performance and improvement journey. The full report is available [LINK](#)

February 2026

The Panel reviewed progress on the Housing and Consumer Standards Programme, noting continued challenges with the new IT system and data accuracy, alongside ongoing work toward Milestone 2. Improvements in areas such as gas safety and repairs were highlighted, although performance reporting remains inconsistent. The Panel also emphasised the need for better communication with residents and clearer feedback on safety and policy updates. Further focus was placed on strengthening training, resident engagement, and upcoming bootcamp topics, particularly around anti-social behaviour and service access.

March 2026

The Panel reviewed progress on the Housing and Consumer Standards Programme, noting that Milestone 2 had been partially achieved, with improvements in delivery but gaps remaining in data quality and evidence. Continued challenges were identified around embedding new systems, strengthening customer service culture, and ensuring consistent health and safety standards. The Panel also considered the upcoming Decent Homes Standard requirements and progress in improving stock condition data. Positive progress was made in influencing policy, with Bootcamp recommendations shaping updates to the Fire Safety Policy, while further work on anti-social behaviour and resident feedback was planned

Training

- Panel members joined online training events by TPAS and Four Million Homes. Four Million Homes was a government funded training programme for the equipping and empowerment of social housing tenants and landlords that has now ceased operation but it's wide range of resources remain available to all social housing residents and staff.
- The Panel also received briefings on various key housing topics, both local and national, from the TP team.