



IPSWICH
BOROUGH COUNCIL

Housing Improvement Update

(January 2026)

How we're improving your housing services
following the Regulator of Social Housing review



We are continuing to make improvements across all areas of Housing to ensure homes are safe, well-managed and that tenants are treated with respect. Below is an easy-to-read update on the key work happening between now and summer 2026.

1. Checking the safety and condition of every council home

- We are carrying out full safety and condition surveys of all council homes.
- 60% of homes have now been surveyed (5,056 homes).
- Serious hazards found have been fixed immediately.
- All homes will be surveyed by July 2026.

2. Improving how we monitor safety checks

We have strengthened our reporting on important safety areas such as gas checks, electrics, fire safety, asbestos, lifts, damp and mould, and water hygiene.

Updated dashboards are already in use.

We're exploring new digital tools to make reporting even clearer.

3. Making all communication clearer and more respectful

- We are reviewing letters, forms and communication to make them easier to understand and more respectful.
- Staff training on the use of language and tone is underway.
- Tenants are helping review written materials produced.
- Around 10 documents per month will be updated.

4. Ensuring all new documents are consistent

A new system is being introduced so all future letters, policies and leaflets are checked and approved before being used.

5. Tackling tenant stigma

- We have signed up to the national campaign to challenge stigma in social housing.
- Workshops with tenants and staff began in January.
- A long-term plan for cultural change will run through 2026–27.

6. Understanding tenant needs better

- We are collecting information about tenants' needs and protected characteristics (e.g. disability, age, etc.) so services can be better tailored.
- We still need information from 54% of households.
- Visits, calls and digital contact will help fill this gap.
- A new task-and-finish group will make sure "every contact counts".

7. Strengthening tenant engagement

- Following an independent review by TPAS:
- A new Tenant Engagement Action Plan has been agreed.
- 41 tenants are currently involved in engagement activities.
- Tenants have contributed over 400 hours since April 2025.
- A new Code of Conduct for volunteers has been approved.



8. Improving how and when we contact tenants

- We are reviewing how information is sent out to ensure no tenant is left out—especially those who are digitally excluded.
- We're mapping all tenant communications across the council.
- We will define what "digital exclusion" means locally.
- We will compare digital and postal methods to make sure the right balance is achieved.

9. Giving tenants more influence over complaints

- We are creating a clearer way for tenants to see complaint data, understand trends and shape improvements.
- New dashboards showing complaint themes and performance will be developed.
- "You said, we did" "You said, were doing" and "You said, we didn't" reporting will be shared regularly.

10. Fire safety improvements

- Work is starting to upgrade fire safety systems in older person housing schemes and later in general needs blocks.

11. Support for tenants in buildings that have been asked to relocate

- We continue to support tenants at Wingate House, Broke Hall House and Cumberland Towers.

12. Improving our response to anti-social behaviour

- Two new ASB dashboards are being developed.
- A Strategic dashboard: long-term trends and outcomes.
- An Operational dashboard: day-to-day case management and performance.

13. Transformation Action Groups

- These groups bring staff from across Housing together to:
 - Monitor performance and compliance.
 - Make sure tenant feedback drives improvements.
 - Learn from complaints and best practice in the housing sector.
 - Review risks and celebrate success.

In Summary

Good progress is being made across most areas, though some projects will run into summer 2026. Our main priorities remain:

- ✓ **Safer homes**
- ✓ **Better communication**
- ✓ **Stronger tenant voice**
- ✓ **Clearer data to improve services**
- ✓ **Respectful and inclusive culture**

