

Hearing & Acting on the Customer Voice

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Aims For This Evening

1. Building confidence to challenge, ask questions & contribute ideas

Catch up on the background & requirements of housing associations to hear & act on the customer voice

2. And the voice of experience

Advice, hints & tips for you from David Clark, mentor & outgoing experienced chair from Magenta Living



Today

- Consumer Regulation - now
- Govt Social Housing White Paper – a Charter for Residents (and increased regulation) – coming soon
- National Housing Federation Code of Governance 2021 – being adopted & changed from the 2015 code
- Together with Tenants
- Discussion on how you think we can best hear the wider voice of customers



Housing Regulation

<https://www.gov.uk/guidance/regulatory-standards>

- Regulator of Social Housing (RSH)
 - Economic Regulation
 - Consumer Regulation
- New consumer regulation in the Social Housing White Paper (SHWP)
- New Building Safety Regulator
- Consumer Regulation Review – annual publication
- Co-regulation
- **Self assessment to meet the Consumer Regulatory Standards**
- Increasing those standards – Social Housing White Paper (coming soon)



Tenant Involvement & Empowerment Standard

Tenant engagement in:

- Policy – new & renewal
- Performance & monitoring performance, suggesting improvements
- Service standards – shaping, revising, monitoring
- Annual report to residents
- Major Change consultation
- 3 year review of tenant engagement in scrutiny & governance
- Disposal & demolition (updated 2015)

(and a few less used clauses on tenant management, tenants doing own repairs)

This standard is cross cutting & applies to all other standards



History - Social Housing White Paper

<https://www.gov.uk/government/publications/the-charter-for-social-housing-residents-social-housing-white-paper>

- The Grenfell Tower tragedy on 14 June 2017 led to seismic changes to the Department's programmes of work & approach to social housing
- Public meetings with residents
- Social Housing Green Paper August 2018
- More consultation & a long delay – CV19/Brexit, etc.
- Social Housing White Paper November 2020
- 7 Charter Promises for Residents



The Charter for Social Housing Residents

Social Housing White Paper, November 2020

1. **To be safe at home.** We will work with industry and landlords to ensure every home is safe and secure
2. **To know how your landlord is performing,** including on repairs, complaints & safety and how it spends its money, so you can hold it account
3. **To have your complaints dealt with promptly and fairly,** with access to a strong Ombudsman who will give you swift and fair redress when needed
4. **To be treated with respect,** backed by a strong consumer regulator and improved consumer standards for tenants
5. **To have your voice heard by your landlord,** for example through regular meetings, scrutiny panels or being on its Board. The Government will provide help, if you want it, to give you the tools to ensure your landlord listens
6. **To have a good quality home and neighbourhood to live in,** with your landlord keeping your home in good repair
7. **To be supported to take your first step to ownership,** so it is a ladder to other opportunities, should your circumstances allow



Together with Tenants (TWT) Charter - Nov 2020

<https://www.housing.org.uk/our-work/together-with-tenants/>

- 1) Relationships: respect, openness, honesty & transparency
- 2) Communication: clear, accessible & timely information, working to address problems, how HA is run, & information about performance
- 3) Voice & Influence: seek out & value the views of residents – using this information to inform decisions – residents feel listened to
- 4) Accountability – with in partnership to scrutinise services – hold HA to account
- 5) Quality – safe & well managed homes & services
- 6) When things go wring – accessing route to complain & seek redress



NHF Code of Governance, November 2020

- **Accountability** to stakeholders – residents, customers, staff, LAs & other groups – dependant on the organisation
- Set up a framework for engagement for residents to scrutinise specific aspects for service delivery
- Demonstrate & monitor the delivery of the TWT charter, or achieve it in another way
- Reach out to hear the views of **all customers**
- Communicate performance, plans – published for comment
- Publish annual report to residents
- Board oversight of policies, procedures & document for customers
- Information publicly available for customers
- **Transparency** on decision making



Resident Engagement Strategy/Policy for your own organisation

Different approaches

- Digital
- On line meetings
- Face to face

Volunteering

- Operational & strategic/forward looking groups
- Surveys



So how do you think a Board can best hear & act on the voice of Customers?

