



Current Housing Policies

Board Excellence Programme – Session One
9th December 2021

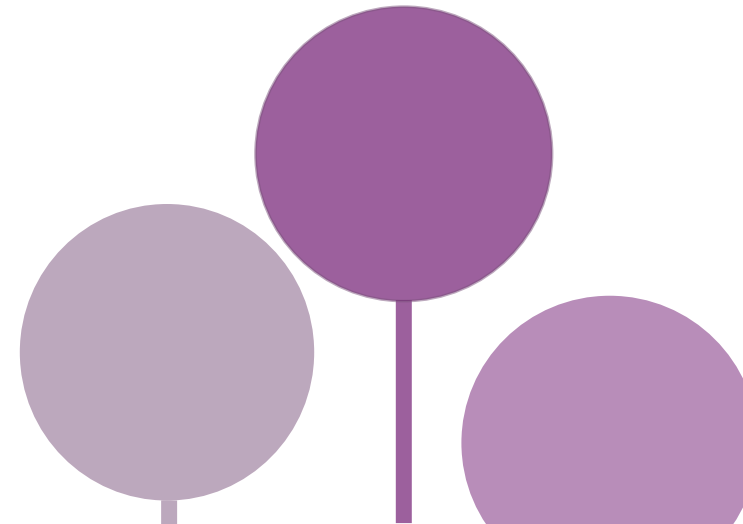
Yvonne Davies

Scrutiny and Empowerment Partners Limited

yvonne@ydconsultants.co.uk

07867974659

www.ydconsultants.co.uk

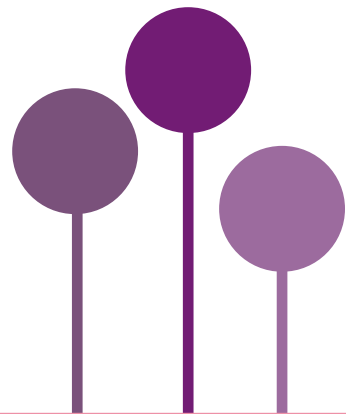


Today and “coming soon”

- Govt Social Housing White Paper – a Charter for Residents
- NHF (National Housing Federation) Code of Governance
- NHF Together with Tenants Plan – the (NHF)
- NHF Together with Tenants Charter for Residents
- Out today – new consumer satisfaction measures for consultation

Coming Soon

How we are regulated & rated, from Maxine Loftus, Regulator of Social Housing (RSH)



Why the Social Housing White Paper?

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

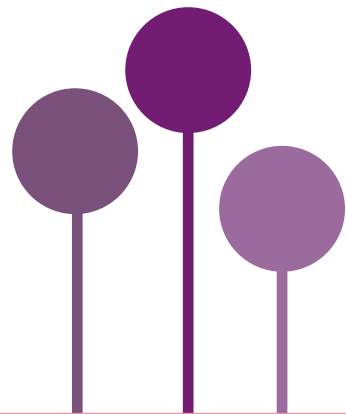
- The Grenfell Tower tragedy on 14 June 2017 led to seismic changes to the Department's programmes of work & approach to social housing
- In setting the terms for the Public Inquiry, it was agreed that Ministers would look at wider concerns raised by the tragedy, particularly the relationship between landlords & tenants
- Wide-ranging consultation where Ministers engaged with over 1,000 people across the country and 7,000 more online, asking residents about what really mattered to them
- This produced the Social Housing Green Paper and a Call for Evidence on Social Housing Regulation in August 2018
- In the consultation supporting the Green Paper, Government Ministers and MHCLG staff met a further 500 people and received 1,000 views online



The Charter for Social Housing Residents

Social Housing White Paper

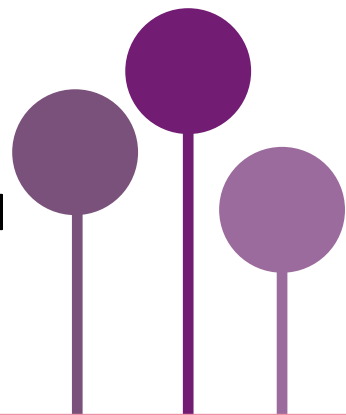
1. **To be safe at home.** We will work with industry and landlords to ensure every home is safe and secure
2. **To know how your landlord is performing,** including on repairs, complaints & safety and how it spends its money, so you can hold it account
3. **To have your complaints dealt with promptly 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



Chapter 1: To be Safe in Your Home

“Social landlords have a key role to play in supporting their residents to feel safe in their homes. For residents, knowing you live in a safe, secure building is of paramount importance, for your physical safety and for your mental health”

- Legislate to **change the Regulator of Social Housing’s consumer regulation objectives** to explicitly include **safety**
- Legislate to require social landlords to identify a **nominated person** to comply with health and safety requirements
- Regulator to work with the new **Building Safety Regulator** on safety issues
- Review **mandating smoke and carbon monoxide alarms in social housing sector**
- Consult further to ways to ensure social housing resident are protected from harm caused by **poor electrical safety**
- Create a culture where landlords **engage effectively with their residents on safety** issues

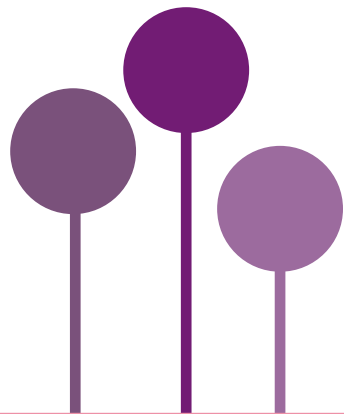


Chapter 2: To know how your Landlord is performing



“We want to ensure a culture change whereby landlords are more open with residents, beyond the information provided through tenant satisfaction measures”

- Regulator to develop a system for collecting and publishing a **set of tenant satisfaction measures for landlords**
- **Introduce a new access to information scheme** so social housing tenants of housing associations and other private registered providers can access information about how their landlord
- **Require landlords** to provide information on how their income is being spent
- Require landlords to **identify a senior person** in their organization to ensure they **comply with consumer standards** set by the regulator



New tenant satisfaction measures - RSH

<https://www.gov.uk/government/news/regulator-of-social-housing-consults-on-tenant-satisfaction-measures>



The RSH is proposing 22 different tenant satisfaction measures (see full list below), covering five main themes:

- Keeping properties in good repair
 - Maintaining building safety
 - Effective complaints-handling
 - Respectful and helpful tenant engagement
 - Responsible neighbourhood management
- Consultation open to 3rd March 2022
 - The regulator said it will publish the consultation results in summer next year, ahead of the new rules coming into force in April 2023.
 - The first year of tenant satisfaction measures data will be published in autumn 2024



Regulator of
Social Housing



Measured by landlords directly:

1. Homes that do not meet the Decent Homes Standard
2. Repairs completed within target timescale
3. Gas safety checks
4. Fire safety checks
5. Asbestos safety checks
6. Water safety checks
7. Lift safety checks
8. Anti-social behaviour cases relative to the size of the landlord
9. Complaints relative to the size of the landlord
10. Complaints responded to within Complaint Handling Code timescales



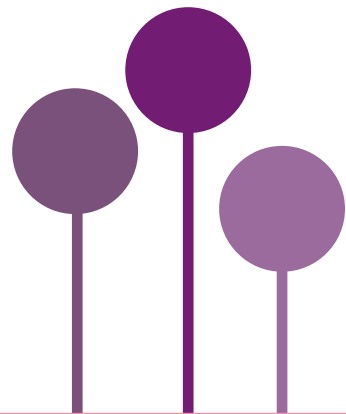
Measured by doing tenant perception surveys:



1. Overall satisfaction
2. Satisfaction with repairs
3. Satisfaction with time taken to complete most recent repair
4. Satisfaction that the home is well maintained and safe to live in
5. Satisfaction that the landlord listens to tenants' views and acts upon them
6. Satisfaction that the landlord keeps tenants informed about things that matter to them
7. Agreement that the landlord treats tenants fairly and with respect
8. Satisfaction that the landlord keeps communal areas clean, safe and well-maintained
9. Satisfaction that the landlord makes a positive contribution to neighbourhoods
10. Satisfaction with the landlord's approach to handling of anti-social behaviour
11. Satisfaction with the landlord's approach to handling of complaints
12. Tenant knowledge of how to make a complaint



Regulator of
Social Housing



Chapter 3: To have your Complaints dealt with Promptly and Fairly



“We want people living in social housing to be able to access swift and effective resolution and not face unnecessary barriers”

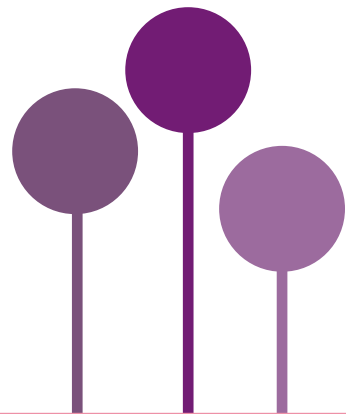
- Strengthening the **Housing Ombudsman’s powers and resources**
- A **communications campaign** planned to raise awareness of how residents can complain and where to go if seek redress if their complaints is unresolved
- Cut the Housing Ombudsman's **determination times** with robust targets to halve the current timescales by 2020/21.
- New **Complaint Handling Code published** - the Housing Ombudsman can issue non-compliance orders on complaint handling which will be made public
- Legislating in the **Building Safety Bill now unfolding** to remove the 'Democratic Filter' - a process which saw social housing residents having to wait 8 weeks before accessing redress if their local MP or councilor could not refer them



Chapter 4: To be treated with respect backed by a strong Consumer Regulator (1)

“Through consultation following the social housing Green Paper and the Call for Evidence we heard strong support for a more proactive approach to consumer regulation to achieve parity with economic regulation”

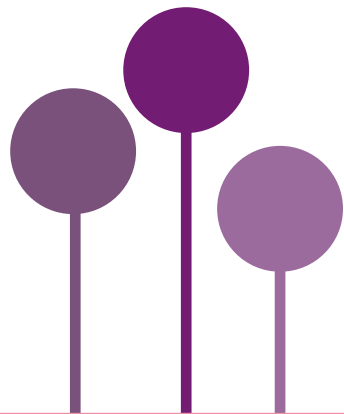
- **Transform the consumer role of the Regulator for Social Housing** so it proactively monitors and drives landlords’ compliance with improved consumer standards **while retaining robust economic regulation**
- **Remove the “serious detriment test”** and introduce routine inspections of the largest landlords
- Change regulator’s objectives to **explicitly cover safety and transparency and work with it to review its consumer standards**



Chapter 4: To be treated with respect backed by a strong Consumer Regulator (2)

“Through consultation following the social housing Green Paper and the Call for Evidence we heard strong support for a more proactive approach to consumer regulation to achieve parity with economic regulation”

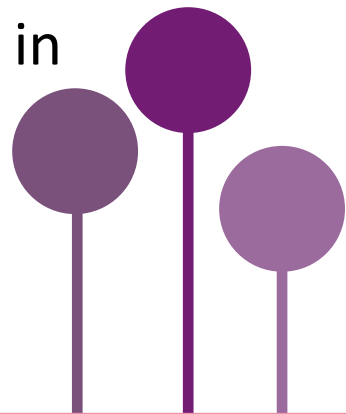
- **New powers** for regulator to publish a **Code of Practice** for landlords on consumer standards
- **Strengthen** the regulator’s **enforcement powers** to tackle failing landlords
- **Strengthen accountability** of how landlords manage their **arms length bodies** e.g. ALMOs and TMOs
- Regulator will be required to set up an **Advisory Committee** to provide **independent advice** on discharging its functions



Chapter 5: To have your voice heard by your Landlord

“The conversations we have had with residents in creating this White Paper have been fundamental to our understanding of what is important to people living in social housing”

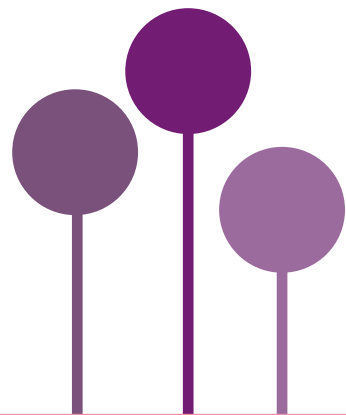
- Ministers commit to **ongoing ministerial engagement** to continue to listen to residents and enable to have their voices heard
- There are proposals to **empower residents** to be able to effectively engage in the processes available to them and measures aimed at boosting resident-landlord engagement
- **Professionalism of Housing Staff:** carry out a review of professionalism to look at current housing management qualifications and training of staff



Chapter 6 : To have a Good Quality Home and Neighbourhood to live in

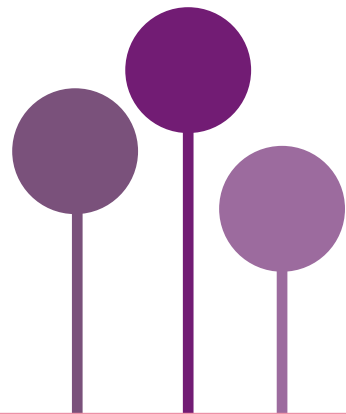


- **Review the Decent Homes Standard** and whether the current standard needs to revise including how social housing can support the UK's commitment to net-zero carbon emissions by 2050
- **Improving neighbourhood and place:** we will consider highlighting use of open and green spaces as part of the Review of Decent Homes Standards
- **Tackling ASB** - the government to provide clear guidance to residents about how and where to access support. New tenant satisfaction measures will cover neighbourhood management including tackling ASB
- **Allocation of housing:** we will publish the results of the allocations' evidence collection exercise announced in Green Paper in due course and consider the findings to ensure that housing is allocated in the fairest way possible
- **Review of staff professionalisation** to look at how well housing staff are equipped to deal **with people with mental needs** and develop best practice for landlords working with those residents



Chapter 7: To be supported to take your first step to ownership

- Take action to build more social and affordable homes, and provide more opportunities for social housing residents to move into home ownership if they choose
- Launched a new £11.5bn Affordable Homes Programme which will run from 2021/22 to 2025/26
- Introducing a new **Right to Shared Ownership for housing association tenants**
- Publish the full evaluation of Midlands Voluntary Right to Buy pilot



NHF Code of Governance 2020

https://www.housing.org.uk/nhf_catalog/publications/code-of-governance-2020/



- Greater emphasis on accountability to stakeholders, including residents and other customers, that the 2015 version.
- Requires organisations which adopt it to have a resident focus, ensuring that “the needs and safety of the organisation’s current and future residents and other customers are placed at the heart of the board’s decision-making”.
- Opportunities and information are provided for residents and other customers independently to scrutinise the work of the organisation and to hold it to account, and the board reviews these arrangements regularly to ensure that they remain fit for purpose” and
- “People with direct lived experience of (or particular insight into) the communities served by the organisation are meaningfully engaged in governance structures”.

NATIONAL
HOUSING
FEDERATION



Decision making specifics (NHF new code)

- a) There are policies, frameworks and opportunities which enable, encourage and support residents and other customers to engage with, influence and contribute to strategic decision-making
- b) The board has access to insight into the views and needs of the organisation's residents and other customers (including insight into their concerns and complaints) and uses this to inform decisions where appropriate
- c) There are policies in place which reflect that the safety of residents and other customers (as well as that of the workforce and the wider public) is an overriding priority, and the board regularly seeks assurance on their operation, and
- d) The organisation regularly reports to its residents on how its commitments.



Together with Tenants Plan – 1

www.housing.org.uk/our-work/together-with-tenants/

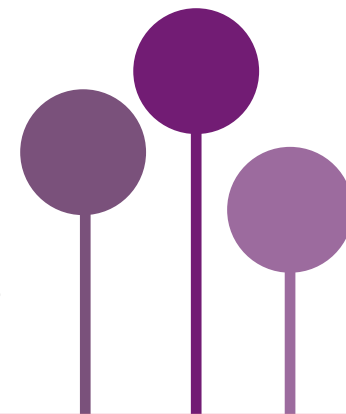
NATIONAL
HOUSING
FEDERATION



*Together with Tenants aims to create a stronger relationship between housing associations and residents. It has been working with residents, its **Independent Tenant Advisory Panel, Member Steering Group**, members and others to understand what change is needed.*

Through this it has developed a four-point plan for change:

1. A new requirement in the National Housing Federation Code of Governance for boards to be accountable to residents – this will help ensure all organisations value the voice and experience of residents, and use their insight to inform decision making
2. A new Together with Tenants Charter – this will ensure all residents know what they can expect from their housing association landlord, regardless of where they live, the type of home they live in, or who their landlord is



Together with Tenants Plan – 2.

3. Resident oversight and reporting of progress against the charter – this will give residents a stronger role in holding their landlord to account, and boards would be expected to take action where required
4. Giving residents a stronger collective voice with the regulator – issues that are uncovered by resident oversight and reporting could be referred to the regulator, so that action is taken where appropriate to protect residents' rights and interests

Its ambition is for all housing associations to support this plan and adopt the Together with Tenants charter.



Together with Tenants Charter – 1.

The Together with Tenants charter aims to strengthen the relationship between residents and housing association landlords.

Housing associations that adopt the Charter commit to developing the following to make them work at their organisation:

- **Relationships** – Housing associations will treat all residents with respect in all of their interactions. Relationships between residents and housing associations will be based on openness, honesty and transparency
- **Communication** – Residents will receive clear, accessible and timely information from their housing association on the issues that matter to them, including important information about their homes and local community, how the organisation is working to address problems, how the organisation is run, and information about performance on key issues
- **Voice and influence** – Views from residents will be sought and valued and this information will be used to inform decisions. Every individual resident will feel listened to by their housing association on the issues that matter to them and can speak without fear



Together with Tenants Charter – 2.

- **Accountability** – Collectively, residents will work in partnership with their housing association to independently scrutinise and hold their housing association to account for the decisions that affect the quality of their homes and services
- **Quality** – Residents can expect their homes to be good quality, well maintained, safe and well managed
- **When things go wrong** – Residents will have simple and accessible routes for raising issues, making complaints and seeking redress. Residents will receive timely advice and support when things go wrong



New tenant satisfaction measures - RSH

<https://www.gov.uk/government/news/regulator-of-social-housing-consults-on-tenant-satisfaction-measures>



The RSH is proposing 22 different tenant satisfaction measures (see full list below), covering five main themes:

- Keeping properties in good repair
 - Maintaining building safety
 - Effective complaints-handling
 - Respectful and helpful tenant engagement
 - Responsible neighbourhood management
- Consultation open to 3rd March 2022
 - The regulator said it will publish the consultation results in summer next year, ahead of the new rules coming into force in April 2023.
 - The first year of tenant satisfaction measures data will be published in autumn 2024



Regulator of
Social Housing



Measured by landlords directly:



1. Homes that do not meet the Decent Homes Standard
2. Repairs completed within target timescale
3. Gas safety checks
4. Fire safety checks
5. Asbestos safety checks
6. Water safety checks
7. Lift safety checks
8. Anti-social behaviour cases relative to the size of the landlord
9. Complaints relative to the size of the landlord
10. Complaints responded to within Complaint Handling Code timescales



Regulator of
Social Housing



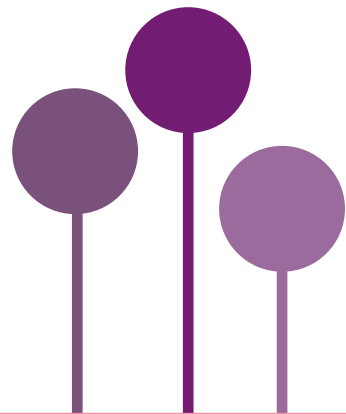
Measured by doing tenant perception surveys:



1. Overall satisfaction
2. Satisfaction with repairs
3. Satisfaction with time taken to complete most recent repair
4. Satisfaction that the home is well maintained and safe to live in
5. Satisfaction that the landlord listens to tenants' views and acts upon them
6. Satisfaction that the landlord keeps tenants informed about things that matter to them
7. Agreement that the landlord treats tenants fairly and with respect
8. Satisfaction that the landlord keeps communal areas clean, safe and well-maintained
9. Satisfaction that the landlord makes a positive contribution to neighbourhoods
10. Satisfaction with the landlord's approach to handling of anti-social behaviour
11. Satisfaction with the landlord's approach to handling of complaints
12. Tenant knowledge of how to make a complaint



Regulator of
Social Housing



Discussion in 3 groups

1. How do we hear the voice of residents now?
2. How can we improve hearing the direct voice of residents?
3. What will we take back to our boards

Question for all

How will we involve residents in decision making?

