

Thursday, 3 DECEMBER 2020

## REPORT OF THE PORTFOLIO HOLDER FOR NEIGHBOURHOODS

### COUNCILS TENANTS ANNUAL REPORT & COMPLIANCE 2019/2020

#### PURPOSE

To consider the draft `Neighbourhood Services Annual Report 2019/20 to tenants as required by the Regulator Social Housing (RSH) as part of the landlord regulatory framework evidencing effective scrutiny by tenants of their landlord's performance.

#### RECOMMENDATIONS

**Cabinet are recommended to:-**

1. Approve the digital draft `Neighbourhood Services Annual 2019/20` report for circulation to all the Council's tenants via the Council's website as required by the RSH (Regulator for Social Housing) to support effective scrutiny by tenants of their landlord's performance.
2. Distribution of the Annual report and future editions of 'Tamworth Matters' (Tenants Newsletter formerly Open House) as e-publications, available on-line as well as targeted hard copies to ensure value for money.
3. Delegated authority to the Portfolio Holder for Neighbourhoods to make the necessary amendments to the draft Neighbourhood Services Annual Report 2019/20 prior to digital circulation to Council's tenants.
4. Acknowledge the Ministry for Housing, Communities and Local Government (MHCLG) white paper published on 17<sup>th</sup> November 2020; [`The Charter for social housing residents; social housing white paper`](#).
5. Accelerate a compliance review of the Landlord consumer standards; as required by the Regulator Social Housing (RSH) to assist with a self-assessment against the proposals announced in the white paper on 17/11/20.

## Executive Summary

Cabinet know that performance of the ***councils stock retained services*** is reported annually; recommending both the production of a tenants' annual report as well as highlighting how the Council complies with the statutory consumer standards set by the Regulator of Social Housing. This year this work, coincides with the Government's announcement of its [Social Housing White Paper](#) setting out a new charter for social housing residents. Given the national context it further emphasises the importance of evidencing how the Council complies with its regulatory and consumer standards and why tenants' should continue to influence, scrutinise and inform policy and strategy developments for our neighbourhood services.

On Tuesday 17<sup>th</sup> November 2020 the Ministry for Housing, Communities and Local Government (MHCLG) published 'The charter for social housing residents; social housing white paper' (Appendix C). The white paper describes a new charter for social housing residents which sets out what every social housing tenant should be able to expect and what will be done to ensure landlords live up to this new charter. The most important step being that MHCLG are working with the Regulator of Social Housing (RSH) to create a strong, proactive consumer regulatory regime to ensure it holds all landlords to account. It proposes a return to inspections for landlords with more than 1000 stock which would include Tamworth.

The social housing white paper is detailed, and given it was only published on 17 November, officers are now scrutinising the detail to understand the impact for our services and on our tenants and communities. Cabinet have considered every year, since annual reporting started, continual improvement and performance of its stock retained services. In view of the changes in the social housing white paper it is recommended that this will accelerate a detailed self-assessment against the consumer & relevant rent standards, already routinely planned. Given the Government intend to move to inspection arrangements this will be supported using the Tenant Participation Advisory Service (TPAS). They represent tenants nationally in terms of their involvement and empowerment and Tamworth already subscribe to their services.

Cabinet will know that that on the 23<sup>rd</sup> March 2020 (end of the financial year 2019/20) the Country went into lockdown due to the coronavirus pandemic. As a result the impact of the coronavirus will become more apparent in next year's Annual Report 2020/21. Information contained in both this report and the Neighbourhood Service Annual Report 2019/20 to tenants reflect a normal operating period.

This is the 10th Annual report and is developed with the Councils tenant consultative group to evidence compliance with the Regulator Social Housing Consumer standard(s), highlight performance and identify areas for improvement going forward. Tenant feedback has included continued support with the focus on supporting the digitalisation of delivering services and as part of the regulatory framework, continuing to influence, scrutinise and inform policy decisions.

The latest Regulator of Social Housing Consumer Regulation Review Report for 2019/20 was published on 22<sup>nd</sup> September 2020. The regulator found a breach of the consumer standards and serious detriment in 15 cases, the highest number to date. Whilst the RSH report recognises that most registered providers are well-run,

and meet expectations set out in the regulatory standards, issues do arise on occasions that represents a risk to tenants, and where intervention by the regulator is required. Council Officers have assessed these summary findings for the purposes of learning and continuous improvement.

Performance across the landlord service continues to be strong in particular rent arrears recovery, sustaining tenancies and customer satisfaction with repairs. It is recognised that benchmarking around overall tenant satisfaction with Tamworth (as its landlord) needs to be developed and continually improving the way we engage with our tenants given the new world we now live in is planned for 2021/2022. Benchmarking also shows Neighbourhood Services continue to compare against other 'best in class' providers so that this informs continual improvement planning.

## **MATTERS FOR CONSIDERATION**

### **1. Social Housing White Paper- Changes to Regulatory Regime**

On Tuesday 17<sup>th</sup> November 2020 the Ministry for Housing, Communities and Local Government (MHCLG) published 'The charter for social housing residents; social housing white paper' (Appendix C). The white paper is introducing a new charter for social housing residents which sets out what every social housing tenant should be able to expect and what will be done to ensure landlords live up to this new charter. The most important step being that MHCLG are working with the Regulator of Social Housing (RSH) to create a strong, proactive consumer regulatory regime to ensure it holds all landlords to account for the services they deliver, drives good service for tenants and protects economic regulation.

At the heart of the white paper is the Charter for Social Housing Residents. The charter sets out seven commitments that residents should expect from their landlord:

1. To be safe in your home.
2. To know how your landlord is performing, including on repairs, complaints and safety, and how it spends its money.
3. To have your complaints dealt with promptly and fairly, with access to a strong Ombudsman.
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.
6. To have a good quality home and neighbourhood to live in, with your landlord keeping your home in good repair.
7. The government will ensure social housing can support people to take their first step to ownership.

The white paper also promises a range of other measures and reforms. A full list of all these changes are set out in Appendix C. Many of these changes will require legislation. Set out below is some of the headline changes.

The government will;

- Work with the regulator to establish a proactive consumer regulation regime with active oversight of landlord performance, whilst maintaining the principle of co-regulation. This will include:
- Introducing routine inspections for the largest landlords (with over 1,000 homes) with the aim of doing so every four years, to obtain assurance from landlords that they are complying with the consumer standards;
- Legislate to remove the 'serious detriment test' as soon as parliamentary time allows, to eliminate barriers to the regulator adopting a proactive approach to monitoring and oversight of landlord performance on consumer issues.
- Legislate to give the regulator a power to publish a code of practice on the consumer standards to be clearer on what landlords are required to deliver.
- Expect the regulator to bring in a set of tenant satisfaction measures for all landlords on the things that matter to tenants, and expect landlords to report to every tenant on such matters at least once a year, if not continuously using technology.
- Legislate to place an obligation on landlords to identify and publicise a senior named person in their organisation who is responsible for ensuring compliance with their health and safety obligations.
- Expect the regulator to require landlords to identify a 'responsible person' for consumer standards compliance, as part of a wider requirement to provide greater clarity on the roles and responsibilities of senior staff.
- Expect the regulator to require landlords to evidence how they have sought out and considered ways to improve engagement with tenants.

The social housing white paper is detailed, and given it was only published on 17 November, officers are now scrutinising the detail to understand the impact for our services and on our tenants and communities. Cabinet have considered every year, since annual reporting started, continual improvement and performance of its stock retained services. In view of the changes in the social housing white paper it is recommended that this will accelerate a detailed self-assessment against the consumer standards, already routinely planned. Given the Government intend to move to inspection arrangements this will be supported using the Tenant Participation Advisory Service (TPAS). They represent tenants nationally in terms of their involvement and empowerment and Tamworth already subscribe to their services. Where there is a need for improvement then a clearly timetabled improvement action plan will be produced and will be reported separately as appropriate`.

## **2. The Role of the Regulator for Social Housing**

The objectives of the Regulator of Social Housing (RSH) are set out in the Housing and Regeneration Act 2008. In summary the RSH's role is regulating registered providers including local authorities of social housing to protect social housing assets, ensure providers are financially viable and properly governed, maintain confidence of lenders to invest in the sector, encourage and support supply of social housing, ensure tenants are protected and have opportunities to be involved in the management of their homes and ensures value for money in service delivery.

Regulatory standards for social housing in England are at the core of the RSH framework requirements. The standards are classified as either economic (Rent Standard) or consumer (Tenant Involvement & Empowerment, Homes, Tenancy, and Neighbourhood & Community Standards). Each standard sets out required outcomes and specific expectations of registered providers including local authorities. Full details of RSH's regulatory standards can be found at:  
<https://www.gov.uk/guidance/regulatory-standards>

The RSH's role is to proactively regulate these standards. Providers are expected to identify problems and take effective action to resolve them. If providers take responsibility and the RSH conclude that it is able to respond to the problems, then RSH will work with providers to help it deliver the necessary corrective action. However, in circumstances where a provider is unwilling to respond positively the RSH may use their regulatory enforcement and general powers. Full details of RSH's powers and approach to intervention can be found at:  
<https://www.gov.uk/government/publications/guidance-on-the-regulators-approach-to-intervention-enforcement-and-use-of-powers>

The RSH receive referrals and information about potential breaches from a range of sources, including tenants, statutory referrals (MP, Housing Ombudsman, Health & Safety Executive) or directly from Registered Providers themselves. The RSH then determines if the evidence indicates a wider failing within a provider's systems or processes – which may lead it to conclude there's been a breach of its standards. However, it must also believe the breach has caused or has the potential to cause serious harm, which it calls the "serious detriment test". Where it judges there's evidence of the serious detriment test having been met, RSH will publish a regulatory notice. Where the RSH judge the test has not been met but shortcomings have been found, the RSH are likely to still follow up with providers to address any issues informally.

### **3. Regulator of Social Housing's Standards**

All registered providers of social housing in England are responsible for meeting the relevant regulatory standards set by the RSH, as well as determining how this is done.

The standards are classified as either economic (Rent Standard) or consumer (Tenant Involvement & Empowerment, Homes, Tenancy, and Neighbourhood & Community Standards). Full details can be found at:  
<https://www.gov.uk/guidance/regulatory-standards>

#### Consumer Standards

The four consumer standards and the required outcomes that all registered providers including local authorities are required to meet are:

- Tenant Involvement and Empowerment Standard – customer service, choice, complaints, involvement, understanding tenant needs, empowerment and the provision of timely and relevant performance information i.e. Annual Report.
- Home Standard – health & safety, quality accommodation, decant homes, repairs & maintenance.
- Tenancy Standard - fair allocations & compatible tenure.
- Neighbourhood and Community Standard - neighbourhood management.

## Economic Standards

The Rent Standard forms part of the economic standards. There is an expectation that LAs already have robust arrangements around governance, viability and rent setting.

- Rent Standard – sets the requirements around how registered providers including local authorities set and increase rents for all their social housing stock in-line with government policy.
- Financial Viability Standard & Value for Money Standard – not applicable to local authorities

### **4. Regulator of Social Housing's Consumer Regulation Review 2019/20**

In September 2019, the RSH published 'The Regulator of Social Housing's Consumer Regulation Review 2019/20 (**Appendix A**)'. This Consumer Regulation Review sets out a summary of our consumer regulation work for the year 2019-20. Consumer standards are regulated on a reactive basis, based on cases that are raised. This year 2019/20, the regulator found a breach of the consumer standards and serious detriment in 15 cases, the highest number to date. Whilst the RSH report recognises that most registered providers are well-run, and meet expectations set out in the regulatory standards, issues do arise on occasions that represents a risk to tenants, and where intervention by the regulator is required. The number of non-compliant providers has increased significantly over the last year. Council Officers have assessed these summary findings for the purposes of learning and continuous improvement.

#### **Lessons from recent cases**

<b>1</b>	Ensuring tenants are safe in their homes is a fundamental responsibility of any social landlord. In doing so, registered providers and local authorities must meet the full range of statutory health and safety obligations.
<b>2</b>	Registered providers and local authorities must treat tenants with fairness and respect, and they must demonstrate that they have taken tenants' diverse needs into account in the course of their business. The quality of a registered provider's relationship with tenants underpins the trust and confidence that tenants and stakeholders have in the organisation.
<b>3</b>	Registered providers and local authorities should respond to complaints promptly and effectively, and in such a way that allows emerging issues to be identified and addressed at an early stage. The importance of providers getting it right when handling complaints applies to complaints from all tenants, including shared owners.
<b>4</b>	Being able to maintain and evidence compliance is paramount as all registered providers must comply with the consumer standards and be able to demonstrate their compliance to tenants and stakeholders. Registered providers and local authorities must be clear on the legal and regulatory requirements and their responsibilities as well as having a good understanding

	of the stock they own. It also requires them to have in place robust reporting and oversight arrangements for their governing bodies.
5	Effective assurance relies on good quality data and effective systems.
6	Transparency with the regulator as well as with tenants and stakeholders is critical. The principle of co-regulation relies on openness and transparency, and it gives the regulator confidence that registered providers and local authorities are willing and able to resolve issues as they emerge. The decision on the level of regulatory intervention required will be shaped, in part, by the quality of the engagement received from registered providers.

The key themes arising from the RSH casework include;

- A significant proportion of consumer regulation work arises from referrals where registered providers and local authorities have failed to understand what is required of them to ensure tenants are safe in their homes. In a number of cases in 2019-20, a breach of the Home standard was where registered providers and local authorities have either not understood the legislative and regulatory requirements, or where they have not understood their role in delivering a compliant outcome. Ensuring tenants are safe in their homes is the fundamental responsibility of any social landlord. Registered providers and local authorities must ensure that they comply with all of the consumer standards, including safety.
- Registered providers or local authorities do not always have adequate internal controls, or there are weaknesses in the oversight and risk management arrangements. Good governance is critical to an organisation's ability to manage risks effectively.
- Good quality data and reporting is a critical part of ensuring effective oversight of health and safety. It also enables providers to evidence compliance with the consumer standards. Having good oversight of these controls enables issues to be identified at an early stage, escalated where appropriate, and remedied in a timely manner.
- Taking account of tenants' needs, focusing on delivering the right outcome for tenants, and working and engaging effectively with tenants and stakeholders are important in delivering effective services and taking into account tenants' diverse needs, as well as managing potential reputational risk. For the first time this year, the regulator concluded that a registered provider had failed to meet the requirements of this standard and published a regulatory notice.
- The regulator expects registered providers to respond in a prompt and effective way to address any issue, and in such a way that any risks to tenants are mitigated as quickly as possible. Complaints provide an opportunity for registered providers to identify and address weaknesses in their systems and processes, and to share learning within the organisation.
- The Tenant Involvement and Empowerment standard requires registered providers to respond to complaints promptly and effectively, and where organisations fail to do so, it can have a detrimental impact on tenants, as well as a significant reputational impact for registered providers
- Transparency with the regulator is essential. Transparency and a commitment to co-regulation, gives the regulator confidence that registered

providers are willing and able to work effectively with them , and can shape the level of regulatory intervention, which may be required. Providers need strong governance

## 5. Annual Neighbourhood Services Report 2019/20

*At the end of the financial year 2019/20 the Country went into lockdown due to the coronavirus pandemic. This consequently means that the impact of the coronavirus will become more apparent in next year's Annual Report 2020/21. Information contained in both this report and the Neighbourhood Service Annual Report 2019/20 to tenants reflect a normal operating period.*

The Council is required to publish an Annual Neighbourhood Services Report as set out in the RSH's Regulatory Standards. The Tenant Involvement and Empowerment Standard specifically requires the provision of timely and relevant performance information to support effective scrutiny by tenants of their landlord's performance. The Annual Report must be circulated to all tenants, so it is proposed to place a copy of the 2019/20 Annual Report on the Council's website, distribute copies within its sheltered, and support schemes.

The proposed annual report has been considered via the Tenants Consultative Group and reflects their feedback. The draft Annual Neighbourhood Services Report 2019/20 is shown at **Appendix B**, with the proposal for any final amendments to be delegated to the Portfolio Holder for Communities for final approval. If approved, the production of the Annual Report 2019/20 will be the 10<sup>th</sup> publication since the regulatory code was introduced.

Key to demonstrating the Council's performance is by communicating performance; and for Tamworth this is via the production of an Annual Tenants' Report. This outcome based assessment is subject to wider benchmarking with organisations such as HouseMark, Rent Income Excellence Network, Chartered Institute of Housing and Emerging Role of Sheltered Housing (EROSH). Comparisons with 'best in class' provide real time learning and is central to localised performance management. Both regionally and nationally benchmarking data is available typically during the summer. Therefore the 2019/20 Annual Neighbourhood Report proposed incorporates learning and best practice in relation to that data.

Benchmarking is a core part of the Councils approach to performance management; ensuring we are able to measure key performance indicators, improvements and operational efficiencies. Tamworth's own stock retained housing service continues to report positive outcomes. Qualitative data suggests overall satisfaction (when aggregated across all landlord services) continues to remain around 88%.

The landlord co-regulatory framework developed by tenants is aimed at ensuring tenants influence, scrutinise and inform policy decisions and their views are routinely referenced in cabinet reports, which is done in conjunction with nominated scrutiny committee members. As in the past, the Tenant Consultative Group have influenced the production and contributed to target setting and scrutiny in relation to core housing management performance.

Online the Council continues to update its live neighbourhood performance dashboard. These headline key performance indicators have been agreed with the



Tenant's Consultative Group and with officers continue to routinely discuss performance and actions to continually improve.

As you will already know from previous reports, we take the opportunity to benchmark Neighbourhoods Key Performance Indicators and Tamworth continues to do use that learning to inform planning.

***\*Qualitative data suggests overall satisfaction (when aggregated across all landlord services) remains at around 88%. This figure was recorded in 2017/18 and remains the same at 2019/20 until the new STAR survey is undertaken in 2021/2022***

	Tamworth Borough Council's performance compared with previous years				
	2016/17	2017/18	2018/2019	2019/2020	Estimated Top Quartile*
Overall satisfaction with Landlord Services	78%	88%	88%*	88%*	82%
Average time between letting Council properties	17.60 days	17 days	15 days	22.6 days	18.53 days
Estate Inspections	10 inspections completed	10 inspections completed	10 inspections completed	6 inspections completed	Not benchmarked
Satisfaction with communal cleaning	87%	87%	87%	76%	Not benchmarked
Number of tenants on the database of involvement	617	557	479	479	Not benchmarked
% of appointments made and kept	95%	90.48%	91.30%	89%	97.06%
Gas servicing – CP12	99.99%	97.82%	100%	98%	100%
% of repairs completed at first visit	89.40%	89.34%	87.80%	88%	93.59%
Customer satisfaction with repairs	83%	95%	90.80% (top quartile)	94%	91.23%
Arrears as a % of rent due	1.82%	2.15%	2.82%**	2.87%**	1.55%
Number of Evictions	10	18 (0.42%)	13 (0.31%)	9 (0.21%)	0.17%

*\*\* Whilst not directly related to 2019/2020 performance it is important to note that for the first quarter of 2020-21, arrears rose above expected levels for much of the sector, inclusive of Tamworth. However, between September 2019 and June 2020 Tamworth's current tenant arrears as a percentage of rent due was in fact below the sector average. The % of tenants claiming universal credit for Tamworth is also above average, therefore does assume higher arrears*

*Additionally, HouseMark have now factored in an increase in Q2 for the sector when the government furlough scheme winds down and a further hit in Q3/Q4 when the scheme ends.*

HouseMark is helping landlords understand the impact now, forecast what the future repercussions might be, and act on the evidence to secure the well-being of residents, employees and businesses. These forecasts do not take into account local policy and practice decisions that can have a big impact on performance but they do provide an external view that can inform and enhance provider's forecasts, and help them make the right decisions in these challenging times.

### **Neighbourhood Achievements 2019/2020**

The management and maintenance of the councils housing stock directly contributes to the Councils strategic agenda and achievements in 2019/20 have included:-

#### **Neighbourhood Service Achievements 2019/20**

- Core Neighbourhood Services across housing management and maintenance have continued to show improvement when benchmarked nationally
- Customer satisfaction levels with tenants, when aggregated across all of landlord services remains at around 88% although it is recognised that this requires updating
- Completion of a detailed action plan following a successful Sheltered Housing Service Peer Review
- The final lift in high rise renewal programme was completed at Weymouth House
- Completion of the high rise sprinkler project
- An annual programme of estate inspections was successfully carried out
- A total of 60 tenant-led communal cleaning audits was carried out across the borough
- Continued enjoyment of high satisfaction levels within our sheltered housing services
- Compliance with health and safety evidenced through a robust review of fire safety and development of a fire safety strategy
- Continued development of the tenant regulatory framework through development of an updated Tenant Involvement & Consultation Strategy 2020-2024

#### **Tenancy Standard**

- Completed Sheltered Housing EROSH Peer Review Improvement Action Plan
- Delivered the sheltered annual health & safety inspection programme
- Mobilisation of the new Sheltered Housing Lifeline provider `Eldercare`

- Development of a sheltered electronic visiting sheet
- Capital Investment Programme complete across sheltered scheme
- Sheltered Housing joined EROSH as members
- Review of all credits across accounts with a complimentary action plan
- Re-established the Corporate Welfare Reform Action Group
- End of year 2019/2020 summary Income report
- Successful Income Management Audit Review
- Development of Rental Income & Arrears intelligence pack
- HQN Review of TBC's rent against government rent policy
- Contributed to the corporate customer portal implementation
- Achieved HouseMark ASB Accreditation with continual improvement action plan

#### **Home Standard**

- Mobilisation of two new contracts as part of future delivery of the repair and investment services for council housing
- Implementation of repairs 'Call Handling' back in house service
- Continuation of the High Rise refurbishment programme inclusive of the sprinkler and lift refurbishment programme
- Development of an Asset Management Strategy
- Continuation and delivery of the Councils acquisition programme

#### **Neighbourhood & Community Standard**

- Achieved HouseMark ASB Accreditation with a continual improvement action plan for the third time
- Re-launched the Neighbourhood Estate Inspection programme with a more joined up and targeted approach to tackling estate management
- Introduced the Neighbourhood investment budget with applications to improve estates
- Completed the estate regeneration projects at Tinkers Green and the Kerria
- Completed the delivery of the Corporate Project in the mobilisation of Shared CCTV Services with West Midlands Combined Authority (WMCA)
- Continued success at Eringden with the appointment of a Resident Support Officer and installation of CCTV

#### **Tenant Involvement & Empowerment Standard**

- Mapped the requirements for consultation on all major Landlord projects
- The Tenant Consultative Group continued to be fully involved in the future repairs service options from March 2020
- Review and relaunched the Tenant Involvement & Consultation Strategy 2020-2024
- Delivered the annual estate inspection and communal cleaning audit programme to shape housing services and improve accountability to tenants (2019/2020)
- Continued to support and develop the following involvement groups under the Tenant Involvement & Empowerment framework: Tenant Involvement Group, Tenant Consultative Group, Complaints Review Panel, ASB Service Improvement Group
- Updated Landlord Service Health Inequalities Plan
- Published key statutory and other landlord publications to include Annual Report to tenants (2019/20), Tenant Involvement annual Impact Assessment (2019/2020), and the tenants' quarterly e-newsletter

- Supported a residents gardening event in partnership with the repairs contractor, Staffordshire County Council Highways, Tenant Regulation and Supported Housing colleagues
- Consulted with High Rise residents on improvements to the block gardens

## FINANCIAL IMPLICATIONS

With the production of a digital Annual Neighbourhood Services Report 2019/20 there are very minimal financial implications. As like previous years the Annual Report will be advertised on the web, via an e-newsletter and targeted hard copies to ensure value for money and these costs can be met from existing budgets, approximately £200.

The council saves on average £2000 a year on printing costs by producing a digital annual report rather than a paper one, which has been reported previously.

## LEGAL/RISK IMPLICATIONS BACKGROUND

### Risk Management

	<b>Risk</b>	<b>Mitigation</b>
<b>Annual Report</b>  <b>Low Risk</b>	The regulatory framework requires the Council to publish an Annual Report. Failure to do so will be a breach of the framework and may result in regulator intervention and/or enforcement	Finalise and publish the Annual Report in December 2020 to all its tenants digitally.
<b>Regulatory Standards set by RSH</b>  <b>High Risk with regards to Health &amp; Safety</b>	Registered providers of social housing in England are responsible for meeting the relevant regulatory standards set by the Regulator of Social Housing, as well as determining how this is done. Failure to do so will be a breach of the framework and may result in regulator intervention and/or enforcement.	Self-assessment carried out to check for compliance early 2020.  Submit a LADR return in 2020 alongside the existing LAHA submission made to MHCLG.

## TIMETABLE

Finalise draft of annual report & arrange with graphics to produce into an e-booklet	Early December 2020
Publish annual report on website	Complete and publish on website by mid December 2020
Engage TPAS to support with self-assessment of landlord services against RSH standards	Early 2021
Scope out self-assessment against RSH standards / white paper changes	Added to workplan for 2021/22
Develop action plan for compliance with RSH standards / white paper changes	Added to workplan for 2021/22

## REPORT AUTHOR

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## APPENDICES

Appendix A - Regulator of Social Housing's Consumer Regulation Review 2019/20

Appendix B – Draft, Annual Neighbourhood Services Report 2019/20

Appendix C – Social Housing White Paper published 17 November 2020

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