

# Homelessness Prevention and Social Housing Sub-Committee






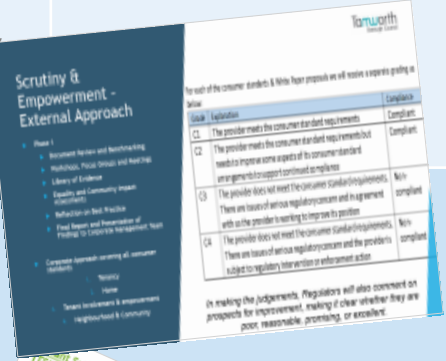

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Council Housing - Social Housing Regulation Bill and preparedness'

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12<sup>th</sup> October 2022

# Recap from 2021/2022 - Continuing Conversation....

Event	Details	Zoom in
Social Housing White Paper	Charter for Social Housing Residents updated 2021 - Update to Cabinet October 2021 - endorsing self-assessment	
Commissioning of Self - Assessment for regulation of council Housing	2021 - Savills only expression of interest and invited to develop specification with members to ensure “one council” response and build corporate capacity	
Housing & Homeless Sub Committee	3/11/21; 02/02/22; 15/06/22 - Presentation Shared. Portfolio Holder to support evaluation (with TCG)	
Self Assessment & Preparations started	18/11/21 - Commissioning of self assessment - intend link Closing Date Xmas & Evaluation February 2022. Start February 2022 - Key Corporate Project	
Government launched Reshaping consumer regulation principles. First Published 17/11/21	<a href="https://www.gov.uk/government/publications/reshaping-consumer-regulation-approach/reshaping-consumer-regulation-our-principles-accessible-version">https://www.gov.uk/government/publications/reshaping-consumer-regulation-approach/reshaping-consumer-regulation-our-principles-accessible-version</a>	
Tenant Satisfaction Measures built around themes	New RSH direction 220922 - collection from April 2023	

# Summary Position 02/02/22

Event	Details	Zoom in
<p>Social Housing <a href="#">Regulation Bill</a></p>	<p>Key changes put tenants at the heart of decision making; drive up standards &amp; create inspection framework</p>	
<p>Rent Cap <a href="#">Consultation</a></p>	<p>HRA Business plan implications - inevitably will impact preparations for self assessment</p>	
<p>Self-Assessment Preparedness'</p>	<p>External self-assessment completed between February - August 2022 - SWOT analysis; Improvement Plan</p>	
<p>Tenant Consultative Group &amp; representation</p>	<p>Meet the Chair &amp; Vice Chair - linking tenants to influencing; monitoring and supporting policy development</p>	
<p>Draft Cabinet Recommendations 10/11/22</p>	<p>Getting ready and what's next</p>	

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# Social Housing (Regulation) Bill

## Social Housing (Regulation) Bill [HL]

### Government Bill

Originated in the House of Lords, Session 2022-23

Last updated: 7 October 2022 at 18:24



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- ▶ Removal serious detriment test - shift to proactive consumer regulation
- ▶ Stronger enforcement powers for the Regulator
- ▶ Professional Standardisation - qualified and well trained senior staff
- ▶ Improved property standards - Decency & carbon neutrality

# Rent Cap Consultation - Response due 12/10/22

- ▶ DLUCH questions around 3%;5% or 7% cap
- ▶ HRA Business plan assumed CPI +1%
- ▶ Rent 'Conundrum' - not targeted
- ▶ 50-60% tenants on Housing benefit and not impacted
- ▶ Business planning impacts - rising bad debt; rising construction costs and reductions in planned income
- ▶ Rent Standard requires LAs should have regard for local market conditions
- ▶ Levelling up impact as gap between social and market rents could widen
- ▶ Requirements to be compensated for 4 years rent reductions -1%; Covid pressures; building safety investment and now proposed cap
- ▶ Requirements for support to be targeted through DHP; hardship funding
- ▶ Likely 5% cap from April 2023
- ▶ Context for Self - Assessment & improvement Planning

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Impact over 30 years (Compared with Baseline)	Movement in HRA Balance £000	Increase in HRA Debt £000	Combined Impact £000
5% Rent Cap	-£69	£42,195	£42,264
7% Rent Cap	-£53	£32,473	£32,527
3% Rent Cap	-£86	£52,716	£52,802

Impact by 2027/28 (Compared with Baseline)	Movement in HRA Balance £000	Increase in HRA Debt £000	Combined Impact £000
5% Rent Cap	-£6,975	£0	£6,975
7% Rent Cap	-£5,414	£0	£5,414
3% Rent Cap	-£7,222	£1,344	£8,566
Rent Freeze	-£7,240	£3,722	£10,961

	Lost Rent over 5 years £000	Lost Rent over 30 years £000
5% Rent Cap	-£5,426	-£22,489
7% Rent Cap	-£4,220	-£17,491
3% Rent Cap	-£6,632	-£27,487
Rent Freeze	-£8,441	-£34,983

# Self-Assessment Preparedness' & Findings

## Strengths

- Strong & Committed Cabinet / Leadership team
- Self Assessment informs legislative preparations
- No serious detriment
- Nothing we didn't know
- Risk based improvement plan
- Compliance on tenancy & home standards

## Weaknesses

- C3/4 rating for Tenant Involvement / Community standards
- Service standards inconsistent
- TSMs need to link to Councils performance KPI culture
- Satisfaction monitoring needs to be across all council housing services - STAR survey

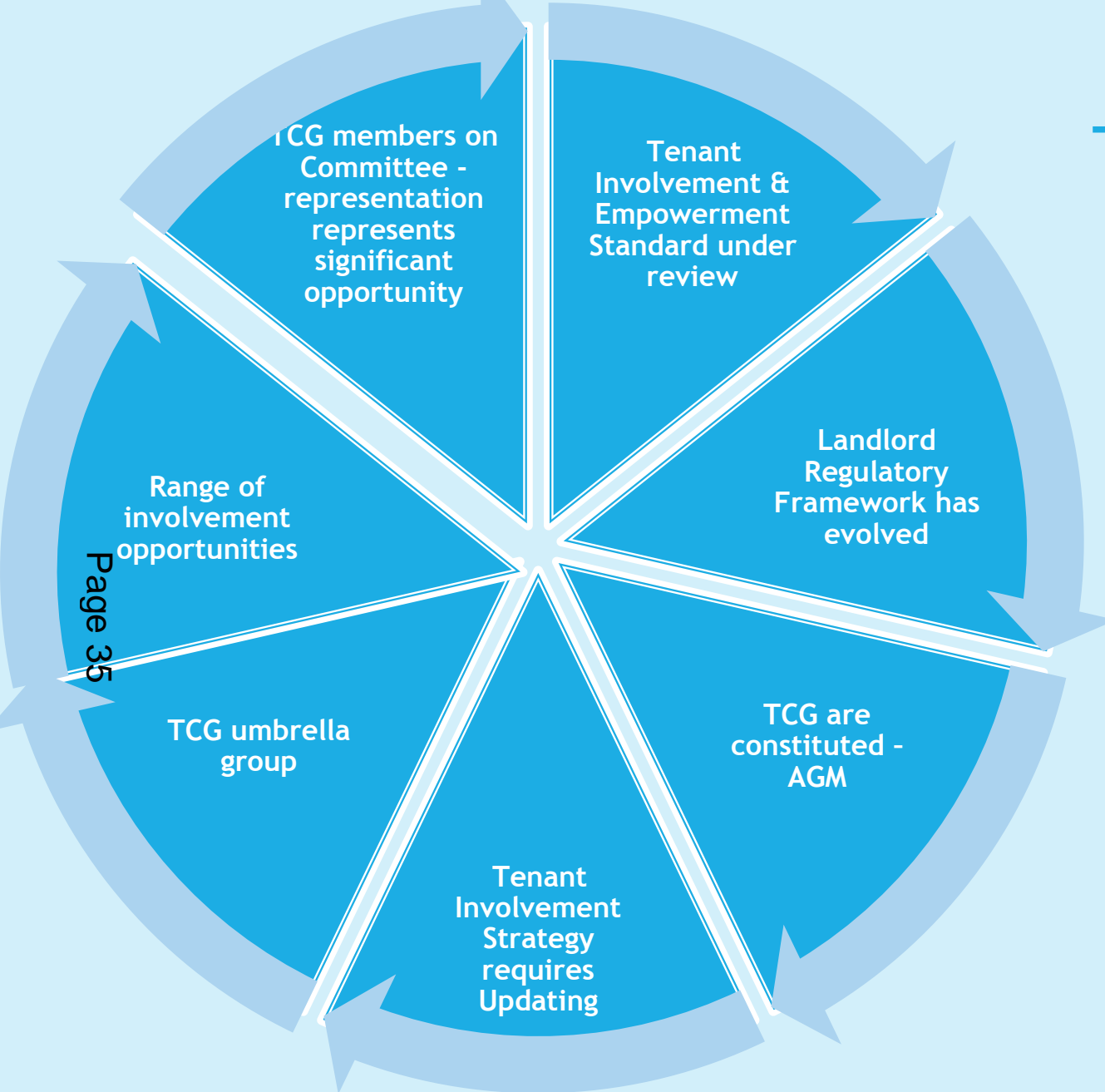
## Opportunities

- Strong partners - resilient communities
- Compliance on Tenancy & Home standards - key health & safety requirement
- Strong commitment to digitalisation
- Enthusiastic staff
- **Housing & Homeless Committee & commitment to link tenants**

## Threats

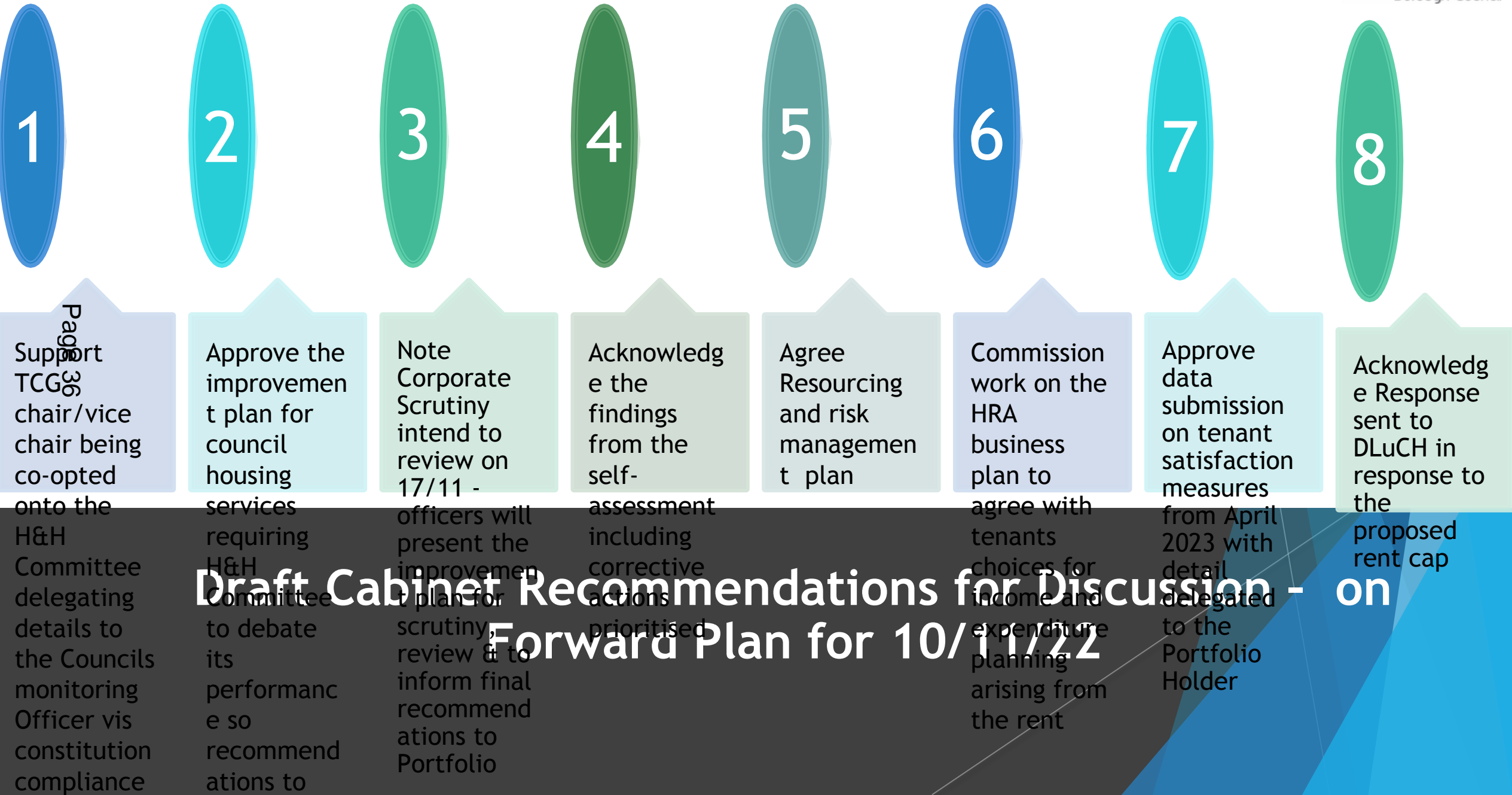
- Rent cap and ability to invest
- Raising income will be unpopular
- Representation from tenant hard to reach groups and difficulty engaging
- Resource intensive - Policy schedules needs refresh
- Readiness for inspection - document library; staff and stakeholder training

# Tenant Consultation Group & Tenants Voice



## Introducing Chair & Vice Chair

- ❖ Sally Bond and Iris Clements – nominated by TCG over Summer
- ❖ Iris Joined TCG from the start in 2008 and Sally joined in 2017
- ❖ Iris has been TCG Chair since 2015, Sally is the current TCG Vice Chair
- ❖ Iris is a member of TCG, Tenants Voice, Complaints Review Group, Tenant Involvement Group and is consulted on proposals for the Neighbourhood Investment Programme as one of the TCG representatives
- ❖ Sally is a member of TCG, Tenants Voice, Tenant Involvement Group and is an active tenant inspector getting involved in both estate and cleaning inspections
- ❖ Iris is from the Mercian Ward and Sally the Amington Ward



# Draft Cabinet Recommendations for Discussion - on Forward Plan for 10/11/22



# Tenant Satisfaction Measures (TSM) and Consumer Compliance

- ▶ Consultation on the introduction of tenant satisfaction measures - GOV.UK ([www.gov.uk](http://www.gov.uk)) closed 3 March 2022
- ▶ RSH publishes decision statement on introduction of TSMs – latest update 210922
- ▶ The TSMs will apply to all social housing landlords, including local authorities, housing associations and other registered social housing providers.
- ▶ The Regulator requires reporting on 22 TSM's covering 6 themes with a proposed new consumer standard requiring landlords to collect, publish and submit information across all 22 standards from April 2023
- ▶ Resourcing and data implications impacting HRA Business planning

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Tenant satisfaction measures: A summary of our requirements - September 2022 ([publishing.service.gov.uk](http://publishing.service.gov.uk))



## About tenant satisfaction measures

The Regulator of Social Housing is creating a new system for assessing how well social housing landlords in England are doing at providing good quality homes and services. In addition to introducing revised consumer standards, this will involve a set of tenant satisfaction measures (TSMs) that social housing landlords must report on. People will be able to use these measures to understand how well landlords are doing.

This document presents the final set of TSMs and a summary of the regulator's requirements for them.

Another document presents a summary of the key areas of feedback we received in the consultation and sets out our decision on the final Tenant Satisfaction Measures Standard and accompanying documents. This is called the [Consultation on the introduction of Tenant satisfaction Measures Decision Statement](#).

### Will this apply to me?

The tenant satisfaction measures will cover all kinds of rented social housing in England where the landlord is registered with us (a 'registered provider').

Some, but not all, of the tenant satisfaction measures (see page 6) will also cover shared ownership homes.

### Why are these changes happening?

In 2020, the government published [The charter for social housing residents – social housing white paper](#), which sets out ways to improve things for people living in social housing. Some of these are for the Regulator of Social Housing to do. Our document [Reshaping consumer regulation: our principles and approach](#) describes the steps we are taking.

One of those steps is bringing in a set of tenant satisfaction measures. These measures should:

- let tenants see how well their landlord is doing
- give us an idea of which landlords might need to improve things for their tenants.

# Scrutiny & Empowerment – External Approach

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- ▶ Phase 1
  - ▶ Document Review and Benchmarking
  - ▶ Workshops, Focus Groups and Meetings
  - ▶ Library of Evidence
  - ▶ Equality and Community Impact Assessments
  - ▶ Reflection on Best Practice
  - ▶ Final Report and Presentation of Findings to Corporate Management Team
  
- ▶ Corporate Approach covering all consumer standards
  1. Tenancy
  2. Home
  3. Tenant Involvement & empowerment
  4. Neighbourhood & Community

For each of the consumer standards & White Paper proposals we will receive a separate grading as below:

Grade	Explanation	Compliance
C1	The provider meets the consumer standard requirements	Compliant
C2	The provider meets the consumer standard requirements but needs to improve some aspects of its consumer standard arrangements to support continued compliance	Compliant
C3	The provider does not meet the consumer standard requirements. There are issues of serious regulatory concern and in agreement with us the provider is working to improve its position	Non-compliant
C4	The provider does not meet the consumer standard requirements. There are issues of serious regulatory concern and the provider is subject to regulatory intervention or enforcement action	Non-compliant

*In making the judgements, Regulators will also comment on prospects for improvement, making it clear whether they are poor, reasonable, promising, or excellent.*