

Thursday, 17 November 2022

**Report of the Portfolio Holder for Homelessness Prevention and Social Housing /
Assistant Director - Neighbourhoods**

Social Housing (Regulation) Bill Preparedness'

Exempt Information

Non-confidential

Purpose

- To engage Corporate Scrutiny in the development of the improvement plan arising from the self-assessment of the Councils housing related services **subject to Cabinet approval on 10/11/22.**
- To update Corporate Scrutiny on progress in relation to the legislative proposals around the Social Housing (Regulation) Bill.
- To share Cabinet report 10/11/22; and presentations debated at the Homelessness Prevention and Social Housing Sub-Committee – [see link here](#)

Recommendations

It is recommended that Corporate Scrutiny review the Improvement Plan reported to Cabinet on the 10/11/22 and make observations informing its final production by March 2023 under delegation to the Portfolio Holder for Homelessness Prevention and Social Housing

Executive Summary

Full details of the Councils current progress on the proposed legislation are set out in full to Cabinet on the 10/11/22 and have been the subject of several discussions at the Homelessness Prevention and Social Housing sub-committee.

At Corporate Scrutiny's request details of the emerging improvement plan – [see link here](#); this was reported to Cabinet on the 10/11/22. Cabinet approved on the 10/11/22 that this action plan is reviewed by Corporate Scrutiny, delegating the final approval to Portfolio Holder. The improvement plan will need to be SMARTER (specific; measurable; achievable; resourced and timed; adding evaluation and review to ensure it remains dynamic).

The timetable to Cabinet, subject to approval on 10/11/22, recommends that this improvement plan is developed by March 2023 so that the commencement of it coincides with the proposed legislation and associated Tenant Satisfaction Measures. Resourcing of this also needs to be built into the budget setting process to ensure it is co-ordinated.

To support the Councils ethos around having a **'One Council approach'** – the table represents the cross fertilisation required across the organisation. All of the councils housing services are now managed across the organisation and the actions represents a programme of improvement. As the improvement plan is developed it will be necessary to scrutinise and

support all aspects of this with **tenants at the heart** of achieving a step change across housing.

RSH Consumer Standard		Corporate Teams
1. Tenant involvement & empowerment	How we should communicate and involve tenants.	<ul style="list-style-type: none"> ✓ Customer Services ✓ IT Services ✓ Communication Services ✓ Project & Information Services ✓ Neighbourhood Services
2. Tenancy Standard	How we allocate our properties and support our tenants.	<ul style="list-style-type: none"> ✓ Neighbourhood Services ✓ Homelessness & Housing Solution ✓ Partnerships
3. Home Standard	How we maintain our housing stock	<ul style="list-style-type: none"> ✓ Repair & Asset Services ✓ Customer Services ✓ Neighbourhood Services ✓ Operation Service
4. Neighbourhood & community	How we should work with other agencies to manage estate (clean & safe) and tackle anti-social behaviour	<ul style="list-style-type: none"> ✓ Partnerships ✓ CCTV services ✓ Operation Services ✓ Repairs & Assets ✓ Neighbourhoods ✓ Customer Services
5. Rent Standard	Rent setting	<ul style="list-style-type: none"> ✓ Finance & Audit ✓ Neighbourhoods ✓ IT services

The improvement plan provides a framework for service improvement. Scrutiny are therefore asked to consider the following questions so that the Portfolio Holder can receive a scheme of delegation agreeing the final plan – these areas of exploration include:-

Questions	Explanation	Scrutiny Observations to be captured for the scheme of delegation agreeing the final plan
1. Are there any gaps in the improvement plan for each of the consumer standards areas?	The Council is required to comply with the 4 consumer standards as set out in the report	
2. Do Scrutiny agree with the priority areas illustrated as traffic lights – red being the priority; green being less so?	For example – the development of policies, service standards and performance to be more explicit within the Councils performance framework	
3. The Council is required to compile and submit data on 22 Tenant Satisfaction Measures of which 12 related to tenants’ survey – how do Scrutiny feel this should be managed given the councils wider surveying arrangements	Easy Read document attached on proposed measures'	
4. In terms of the priority areas marked red; what would be Corporate Scrutiny’s views on the reasonable timescales required?	Using the example above – should this be completed within 2023/2024 or longer?	
5. The Government are reviewing responses on whether to introduce a rent cap? Does the Committee want to add anything further to the response?	To respond to the challenges around the rent charges the Council proposes a consultation exercise on the HRA business plan.	

	What consultative arrangement do Scrutiny expect to see?	
6. Any other observations from the Improvement Plan or connected with the proposed Social Housing (Regulation) bill?		

Resource Implications

As detailed in the Cabinet report

Legal/Risk Implications Background

As detailed in the Cabinet report

Equalities Implications

As detailed in the Cabinet report

Environment and Sustainability Implications (including climate change)

As detailed in the Cabinet report

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